

Department of Health Care Access and Information
Duty Statement

Employee Name Vacant	Organization Office of Health Workforce Development Operations Section Communications Unit	
Position Number 441-201-5393-732 (R01)	Location Sacramento	Telework Option Hybrid workplace with a default minimum of four in-person days per work week; additional telework days may be considered based on operational needs. You must be a resident of California.
Classification Associate Governmental Program Analyst	Working Title Communications Analyst	

General Description The Associate Governmental Program Analyst (AGPA), under the direction of the Communications Unit Manager in the Operations Section, independently performs a wide variety of complex analytical assignments, including the coordination of internal and external communications for the Office of Health Workforce Development (OHWD). The AGPA develops, reviews, and edits communication documents, materials, presentations, web content, and other tactics prior to release to stakeholders and the public. The AGPA coordinates and facilitates outreach events with partners, including academic institutions, provider organizations, facilities, and local and state entities. The AGPA collaborates with the Communications Unit Manager, lead analyst, and team to implement strategic, professional communications and outreach efforts across all existing and new programs. The AGPA routinely uses industry-standard technologies and best practices for internal and external communications.		
Supervision Received		Under the direction of the Staff Services Manager I, Communications Unit Manager in Operations in OHWD.
Supervision Exercised		None
Physical Demands		Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.
Typical Working Conditions		Requires the use of a laptop computer and answering telephone calls utilizing the Microsoft Teams System. Requires contact with leadership, management, team members, and external stakeholders via written, verbal, and electronic communications, as well as in person.
Job Duties E = Essential, M = Marginal		
35%	E	Perform communications duties and analytical tasks to monitor and implement communication and outreach efforts. Partner with management to write and generate emails, newsletters, reports, and website content. Develop and maintain program briefing materials, summary presentations, and marketing materials. Facilitate the development and distribution of email blasts, social media content, and posts, and make updates to the OHWD website. Coordinate with the Communications Unit Manager and the HCAI Director’s Office Communications team to align communication documents, briefing materials, reports, and webpages in accordance with Department standards.
25%	E	Maintain contact lists for programs to improve and expand external outreach efforts. Develop and maintain user guides and other materials associated with internal/external-facing systems. Perform complex work with stakeholders and customers to help define, develop, and document

processes, including translating requirements to technical and system requirements. Collaborate with planning, monitoring, eliciting, organizing, verifying, and validating complex processes or solution requirements. Collaborates with communication deliverables for internal and external projects and outreach campaigns. Ensures external-facing documents are clear, concise, and comply with the Americans with Disabilities Act.

20% E Partner with leadership and team members to fulfill OHWD administrative duties of the Health Workforce inbox, phone lines, responding to, and routing of public inquiries. Collaborate with meeting facilitation, logistics, notes, and documentation. Outline, write, and prepare public speaking notes and develop presentation materials. Collaborates with physical and electronic email distribution and other customer service and administrative duties.

15% E Collaborate with special project teams, councils, boards, and committees. Monitor special project activities and communicate progress, milestones, and achievements to stakeholder groups. Partner with the communications and operations staff to map communications processes and identify opportunities for efficiencies, standard practices, and quality improvement.

5% M Perform other related duties as required.

Other Expectations

- Demonstrate a commitment to building an inclusive work environment that promotes HCAI's diversity, equity and belonging where employees are appreciated and comfortable as their authentic selves.
- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Demonstrate a commitment to HCAI's mission, vision, and goals.
- Demonstrate a commitment to HCAI's Core Values.
- Maintain good work habits and adhere to all HCAI policies and procedures.

To Be Signed by the Employee and Immediate Supervisor

I have read and understand the duties and expectations of this position

I have discussed the duties and expectations of this position with the employee.

Employee Signature/Date

Supervisor Signature/Date