

**Department of Health Care Access and Information
Duty Statement**

Employee Name VACANT	Organization Office of Administrative Services Workforce Support Branch	
Position Number 441-160-4802-XXX	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 Staff Services Manager III	Working Title Chief People Officer	

General Description	
<p>Under the direction of the Deputy Director of the Administrative Services Division, the incumbent possesses full management responsibility requiring skills and knowledge at the highest level, with responsibility for work of the most critical nature for the Workforce Support Branch including Organizational and Professional Development, Recruitment and Retention, Human Resources, Training, Equal Employment Opportunity (EEO), Health and Safety, and Wellness programs. The incumbent serves on the management team and plays a significant role in the decision making and development of priorities, policies, and practices pertaining to recruitment and hiring, strategic planning, workforce development, succession planning, performance management, and organizational change management. Responsible for promoting and maintaining organization culture by ensuring all functional areas align with the Department of Health Care Access and Information (HCAI) mission, vision, values, goals and objectives; and provides leadership to staff ensuring optimal efficiency and effectiveness.</p> <p>The incumbent develops short and long-term plans to improve operational efficiency, recommends innovative and scalable processes to improve the quality and delivery of services to internal and external customers, and partners with executive leadership to develop strategic initiatives that promote the tenets of stewardship, innovation, design-thinking, and organizational excellence. The position serves as a strategic business partner and policy advisor to the Deputy Director, and Chief Deputy Director on matters influencing the development and execution of the department's recruitment and retention policies, learning and development, procedures, and best practices.</p>	
Supervision Received	Reports directly to the Office of Administrative Services Deputy Director
Supervision Exercised	Directly supervises multidisciplinary team of management leaders and professional staff

<p>Physical Demands</p>	<p>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. The incumbent must be able to function effectively under stressful conditions.</p>
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<p>Typical Working Conditions</p>	<p>Requires prolonged sitting and use of telephone and video data terminals and frequent contact with employees and the public. Also requires mobility to various HCAI work areas, Sacramento locations and the Los Angeles office. May require other travel as needed. Core business hours are 8:00 a.m. to 5:00 p.m. and extra hours may be necessary beyond scheduled work hours.</p>
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<p>Job Duties E = Essential, M = Marginal</p>	
<p>45% E</p>	<p>Plans, organizes, and directs the Workforce Support Branch projects and reviews work accomplishments based on Department goals, objectives and priorities; identifies key issues, develops and compares alternatives and selects and defines solutions necessary to implement new or revise existing programs for statewide implementation. Ensures appropriate management practices are enforced; establishes management control systems and performance targets; actively engages with the executive management team to ensure appropriate support services are provided. Conducts personnel activities, to include but not limited to, hiring interviews, training and evaluation through the use of probationary reports and annual appraisals. Establishes the Recruitment and Retention and Learning and Development goals and timelines in-line with departmental goals and monitors all progress. Meets with management and stakeholders, as appropriate, and appraises management on all related activities. Responsible for the development and administration of all program assignments, data analysis processes, and providing staff guidance to ensure the successful implementation of the workforce support unit strategic initiatives. Maintains comprehensive knowledge on program and department information. Communicates to staff departmental initiatives and how staff's efforts align with those stated goals. Champions organizational change, strategic workforce planning, and leadership development initiatives that support department-wide operational goals. Provides professional consultations based on current research and known best practices. Maintains an up-to-date awareness of human resources and learning and development industry trends and facilitates that awareness among staff. Provides oversight for recruitment, learning and development, and wellness efforts. Meets with program leadership, executive staff, and external stakeholders, including departmental and regional personnel staff. Fosters a culture of excellence in customer service and support services throughout OAS and the Department. Develops criteria for evaluating program effectiveness based on communicated goals and initiatives. Ensures the effective and timely monitoring, tracking, and completion on all workforce development and centralized hiring metrics and work tasks. Analyzes and resolves the most complex problems related to recruitment, hiring, and outreach issues.</p>

- 15% E Develops and oversees the Workforce Succession Plan. Plans, organizes, directs and assigns projects and reviews work accomplishments based on Department goals, objectives and priorities; identifies key issues, develops and compares alternatives and selects and defines solutions necessary to implement new or revise existing programs for statewide implementation.
- 15% E Develops and implements the Department's training program. Implements learning and development opportunities to reinforce a continuous improvement mindset informed by core values. Manages learning and development team responsible for the HCAI Training program, ensuring HCAI stays current on all mandated training requirements, and researching new and innovative trainings.
- 10% E Oversees the Human Resources' activities including recruitment, workforce succession, hiring, labor relations, performance management, payroll and benefits, wellness, examination services, and organizational effectiveness. Consults with the Human Resources Chief and program managers and executive management, as needed, regarding issues related to Human Resources.
- 10% E Supports the HCAI EEO Officer. Monitors the EEO program including raising issues of concern regarding EEO to the Director, Chief Deputy Director and Administrative Division Deputy Director, as well as recommending appropriate action. Ensures HCAI has nondiscriminatory employment policies and practices and provides equal employment opportunity to all job applicants and employees.
- 5% M Perform other related duties as required.

Other Expectations

- Demonstrate a commitment to performing duties in a service-oriented manner.
- Demonstrate a commitment to HCAI's Mission, Vision, and Goals.
- Demonstrate a commitment to HCAI's Core Values and Guiding Principles.
- Demonstrate the ability to plan strategically, set realist goals, and measure performance outcomes; prioritize work assignments and successfully complete by specified deadlines.
- Represent HCAI in an ethical manner with respect, professionalism, and integrity.
- 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 handling sensitive and confidential matters with discretion and professionalism.
- 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 of this position with the employee.

Employee Signature/Date

Supervisor Signature/Date

