

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 5/04)

Classification Title	Board/Bureau/Division
Staff Services Manager II	Medical Board of California
Working Title	Office/Unit/Section / Geographic Location
Enforcement Program SSM II	DCU/PROBATION/CIO -Sacramento
Position Number	Name and Effective Date
629-170-4801-xxx	

SCOPE OF RESPONSIBILITY:

Under the general direction and supervision of the Chief of Enforcement (CEA-A), the Staff Services Manager II is responsible for directing the operation of the Discipline Coordination Unit (DCU), the Probation Unit, and the Complaint Investigation Office (CIO) through subordinate Staff Services Managers I (SSM I) and a Supervising Investigator I. The SSM II has full management and supervisory responsibility for a major program for the Medical Board of California (MBC). The SSM II provides a high level of assistance and expertise to the Chief of Enforcement on complex and sensitive case management issues. Duties include, but are not limited to, the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

85% PROGRAM OVERSIGHT AND ADMINISTRATION (E)

- Plans, organizes, and directs the operation of the Discipline Coordination Unit, Probation Unit, and Complaint Investigation Office through subordinate SSM I staff and Supervising Special Investigator (non-sworn) staff. **(35%)**
- Makes recommendations to the Chief of Enforcement on sensitive or controversial personnel issues. Ensures each subordinate supervisor is properly trained and responsible for directing the caseloads assigned to his/her respective unit. Attends weekly Executive staff meeting on behalf of the Chief of Enforcement as necessary. Prepares and delivers high-level presentations to the MBC Board members and Executive staff on emerging enforcement issues. When assigned, prepares correspondence in response to inquiries received from patients, physicians, Department of Consumer Affairs (DCA) and the Legislature. Conducts staff meetings with subordinate staff as appropriate, to address program related issues, concerns, etc. **(10%)**
- Reviews requests for referral of probationer cases to the Attorney General's Office for potential filing of Accusations, Petitions to Revoke Probation, Interim Suspension Orders, or other appropriate action. **(10%)**
- Works closely with legal counsel to ensure procedural due process is afforded to all parties to the Board's disciplinary process. **(5%)**
- Implements policy decisions established by the Board. **(5%)**
- Attends quarterly and interim Board meetings scheduled throughout California. **(5%)**
- Amends rules and regulations relating to the Probation Unit (e.g., Disciplinary Guidelines, Citation and Fine authority). **(5%)**
- Receives and reviews requests by providers that are interested in conducting courses that fulfill the probation requirements for education. Requests all necessary documents, reviews materials, and verifies the course being requested is equivalent to the Physician Assessment and Clinical Education Program (PACE) course.

Provides approval to the requestor and updates the Board's website with the new information. **(5%)**

- Makes recommendations to the Chief of Enforcement on sensitive or controversial complaints, legal filings, or probationary terms and conditions. **(5%)**

10% PROGRAM PLANNING AND EVALUATION (E)

- Develops procedures, policies and program alternatives as a result of issues identified management that affect the daily activities of the units and maintains and/or revises the appropriate manuals. Oversees the implementation of policies and procedures in order to ensure MBC goals and objectives are met. Directs and/or conducts analytical and workload studies to identify staffing problems, needs and deficiencies. **(5%)**
- Provides information, analysis, and recommendations to the Chief of Enforcement identifying quality control statistical trends to identify issues/problems within the Enforcement Program. Reviews data reports generated from Breeze and develops statistical reports for the Executive staff, DCA, the Legislature, etc. Prepares budget change proposals to address the program needs. **(5%)**

5% SUPERVISION OF STAFF (E)

- Recruits, trains, and evaluates, through the use of probation and annual appraisals, in accordance with established guidelines with ratings, the work performance of direct reporting staff to ensure administrative services are performed efficiently and effectively. Completes the Individual Development Plans and Performance Evaluations for direct reporting staff. Monitor employee attendance and approves employee leave requests; initiate and conduct employee selection interviews and hires; oversee and assess the training and development needs of direct reporting staff. Monitor employee performance, provide guidance and mentoring, conduct counseling sessions, and take corrective action when appropriate. **(5%)**

B. Supervision Received

The Enforcement Program SSM II works under the general direction of the Chief of Enforcement.

C. Supervision Exercised

The SSM II closely supervises SSIMs and a Supervising Investigator I (non-sworn) and provides general direction to these supervisors' professional/technical staff.

D. Administrative Responsibility

The SSM II is responsible for the supervision and direction of the activities of the Enforcement Program's DCU, Probation Unit, and CIO.

E. Personal Contacts

The SSM II has direct contact with staff, healthcare consumers, medical doctors, law enforcement agencies, the public, and Board members regarding sensitive/complex issues. The SSM II has direct and daily contact with other Board management in order to carry out Board matters.

F. Actions and Consequences

If the SSM II I does not perform his/her job adequately, the healthcare consumer may not be protected and could cause the Board to not fulfill its mission of protecting California healthcare consumers.

G. Functional Requirements

No specific physical requirements are required: The SSM II is in Work Week Group "E", and may work in excess of 40 hours per week. The incumbent works in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. Travel is required to attend Board and committee meetings held in various locations throughout California, and to meet with probation staff. The SSM II is required to travel by commercial carrier or auto whichever method is in the best interest of the State. Travel may be for one or several consecutive days.

H. Other Information

The SSM II must possess good communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to MBC staff, Board and committee members and DCA management needs.

As Board management, the SSM II position requires confidentiality and discretion due to the sensitivity of the documents handled and the information discussed. Title 11, section 703D California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name

New: TK 9/2015

Approved: