

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, Licensing Program
Working Title	Office/Unit /Section/Geographic Location
Licensing Program SSM II	Physician and Surgeon Licensing Program - Sacramento
Position Number	Name and Effective Date
629-160-4801-XXX	

Under the general direction of the Chief of Licensing (CEA-A), the Staff Services Manager II (SSM II) is responsible for the oversight, planning, directing, and organizing the operation of the Medical Board of California's (MBC) Physician and Surgeon Licensing Unit through subordinate Staff Services Managers I (SSM I). The SSM II has full management and supervisory responsibility for a major program for the Medical Board of California. The SSM II provides a high level of assistance and expertise to the Chief of Licensing on complex and sensitive licensing matters. Duties include, but are not limited to, the following:

A. Specific Assignments [w/Essential (E) and Marginal (M) Functions]

50% Program Oversight and Supervision (E)

- Plans, organizes and directs the operation of the Physician and Surgeon Licensing Unit through subordinate SSM I staff. **(20%)**
- Receives and reviews workload statistics to determine consistency and flow of work, analyzes workflow problems, and directs operational and personnel improvements of the Physician and Surgeon Licensing Unit. Assigns work priorities of current and emerging critical matters, delegates assignments, provides checkpoints for completion, and reviews completed staff work that is linked to and reflective of the MBC's mission, vision, goals and objectives. Identifies and monitors the allocation of staff resources necessary to accomplish critical activities of the Licensing Unit. **(10%)**
- Develops measurable performance standards and training guidelines and ensures staff meet these standards and guidelines in accordance with the Board's policies and procedures. Participates in the recruitment and selection of staff. Ensures each subordinate SSM I is properly trained and responsible for directing the caseloads assigned to his/her respective unit. Approves staff performance evaluations, assists with employee performance issues, provides staff counseling, and offers guidance and mentoring as required. Makes recommendations to the Chief of Licensing (CEA-A) on sensitive or controversial personnel issues. Conducts staff meetings with subordinate staff as appropriate, to address issues, concerns, etc. **(10%)**
- Recruits, trains, and evaluates, through the use of probation and annual appraisals, the work performance of direct reporting staff to ensure licensing services are performed efficiently and effectively. Completes the Individual Development Plans and Performance Evaluations for direct-report staff. Monitors employee attendance and approves employee leave requests; initiates and conducts employee selection interviews and hires; monitors and assesses the training and development needs of direct-report staff. Manages personnel issues and develops a productive work environment free of conflict, discrimination and harassment. **(10%)**

20% Policy Development and Implementation (E)

- Develops, monitors, and updates program-specific policies and procedures on an ongoing basis to ensure compliance with the California Business and Professions Code, California Code of Regulations, Government Code and other relevant statutes and regulations. **(10%)**
- Develops and oversees the formulation and implementation of changes to policies and procedures related to initial licensing to ensure that the goals and objectives are consistent with the Board's strategic plan and implemented timely. As appropriate, presents policy, procedure, and regulatory changes for consideration to the Chief of Licensing, MBC executive staff, and the Board. **(10%)**

20% Program Oversight and Consultation (E)

- Responds orally and in writing to the most difficult and sensitive questions from applicants, private attorneys and the public regarding statutory and regulatory requirements, restrictions, and prohibitions related to California physician and surgeon licensure. This may involve interpreting and applying provisions of the California Business and Professions Code, California Code of Regulations, Government Code, the Public Meetings Act, etc. **(10%)**
- Attends the meetings of the MBC and assists the Chief of Licensing by presenting information relative to initial licensing. Attends various committee and task force meetings as necessary to provide appropriate direction to staff and to apprise the Chief of Licensing of critical current and emerging issues. Attends management staff meeting and provides input on conditions and/or workloads of the Licensing Unit. Serves as liaison to Board members, as well as to the Department of Consumer Affairs' management, as necessary and appropriate, on matters relative to the licensing of physicians and surgeons. **(10%)**

10% Regulatory and Legislative Process Oversight (E)

- Assists the Chief of Licensing with the research and development of MBC Statutes and Regulations and the evaluation of proposed legislation and its effect on the licensure of physicians and surgeons. When necessary, provides testimony at legislation hearings, agency, and the Department of Consumer Affairs. Provides oversight of the development of legislatively mandated reports and related projects. Develops articles for the MBC's Newsletter informing licensees of the objectives and results of existing or new legislation, regulations, policies and procedures which relate to the Licensing Unit.

B. Supervision Received

The Staff Services Manager II works under the general direction of the Chief of Licensing (CEA-A).

C. Supervision Exercised

The Staff Services Manager II closely supervises three Staff Services Managers I and provides general direction to these supervisor's professional/technical staff.

D. Administrative Responsibility

The Staff Services Manager II is responsible for overseeing the initial licensing of physicians and surgeons.

E. Personal Contacts

The Staff Services Manager II has direct daily contact with Medical Board executive staff members, direct reporting staff and other Board employees. The incumbent has direct occasional contact with Board Members, Department of Consumer Affairs, Legislature, Deans

of US and foreign medical schools, organizations including California Medical Association, and agencies charged with regulating physicians, and officials of other state licensing boards.

F. Actions and Consequences

Failure to perform the position's responsibilities and duties adequately may allow an unqualified applicant to be licensed leading to the potential for consumer harm; the untimely processing of license applications and a violation of the regulations; it could lead to a qualified licensee not being granted a license to practice creating a financial hardship or job loss and impede California health care consumers' access to qualified health care.

G. Functional Requirements

No specific physical requirements are present. 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. The incumbent 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

Incumbent must possess excellent writing and verbal 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.

The incumbent may be privy to sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

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

Date

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

Date

New: TK 11/2015

Approved: JM 12/2015