

APPENDIX D

REGULATORY LICENSING STAFF **POSITION DESCRIPTIONS**

FOR THE BUREAU OF HUMAN SERVICES LICENSING (BHSL),
THE OFFICE OF MENTAL HEALTH AND SUBSTANCE ABUSE
SERVICES (OMHSAS), AND THE OFFICE OF CHILDREN,
YOUTH AND FAMILIES (OCYF)

LICENSING TECHNICIAN

POSITION PURPOSE:

This position is a Licensing Technician for child residential, child day treatment, and mental health programs. This position is responsible for conducting inspections for the purpose of enforcing state laws and regulations governing the licensing of child residential, child day treatment, and mental health programs to ensure the health, safety and well-being of residents and individuals served.

Required Minimum Starting Wage: \$28.00/hour

EDUCATIONAL REQUIREMENTS / WORK EXPERIENCE / TRAINING:

Minimum Educational Requirements: Bachelor's degree in a Health or Human services related course of study. Examples, but not limited to: Nursing, Social Work, Psychology, Occupational Therapist, Physical Therapist, Physician, Emergency Medical Technician (EMT)

OR

Associates Degree in a Health or Human Services related course of study AND 2 years' experience working in that field of study

OR

A minimum of one (1) year experience in a health or human services related field demonstrating (i.e. Social Work, Social Sciences, Medical, Nursing, Auditing) an ability to perform the description of duties and essential functions.

DESCRIPTION OF DUTIES:

Conducts initial, annual, interim, provisional follow-up, and monitoring inspections of child residential, child day treatment, and mental health programs. A geographical area is assigned; however, may work throughout the commonwealth. Inspections are conducted in accordance with applicable statutes, regulations, policies and procedures, to determine compliance with state laws and regulations related to licensing.

Conducts complaint and incident inspections with a high degree of independence and discretion as assigned and in accordance with applicable statutes, regulations, policies, and procedures, to investigate the factual circumstances related to the complaint or incident, in order to determine compliance with applicable state laws and regulations.

Investigates alleged illegal operations, including assessing resident needs.

Assists in the relocation of residents from noncompliant facilities to new living arrangements on emergency and planned basis. This may include: identifying alternative living options, working with Department program offices, placement, and service agencies to determine resident appropriate setting.

Monitors the implementation of plans of correction.

Works cooperatively with state, local and private agencies to obtain information relevant to the compliance of facilities with state laws and regulations.

Testifies in administrative and commonwealth court hearings regarding inspection findings in collaboration with Department counsel and other Department officials. Interviews child residential, child day treatment, and mental health program residents or individuals served, staff persons, family members, facility service agency staff, medical professionals, law enforcement officials and others. In the course of conducting licensing inspections, gathers information relevant to the compliance licensed settings with state laws and regulations.

Reviews technical, medical, legal and programmatic documents generated by licensed settings, human service agencies, medical facilities and professionals, law enforcement agencies, and others to gather information relevant to the compliance with state laws and regulations.

Plans and directs licensing inspections in collaboration with supervisory staff, other licensing representatives, and other Department program office staff.

Uses computers and peripherals to prepare violation reports and other licensing documents in accordance with policies and procedures.

Recommends license and enforcement action based on inspection findings and professional judgment.

Prepares licensing packets in accordance with policies and procedures.

Provides technical assistance and advice to providers of licensed settings and staff related to compliance with state laws and regulations.

Responds to regulatory and licensing inquiries related to child residential, child day treatment, and mental health programs.

Maintains working knowledge of state laws, regulations, regulatory interpretations, policies and procedures, and management directives related to licensed settings.

Performs related work as required or assigned.

ESSENTIAL FUNCTIONS:

1. Valid driver's license due too extensive travel. Occasional overnight travel throughout the Commonwealth, predominantly in an assigned geographical area;
2. Conduct licensing complaint, and incident inspections using visual observations and document review to determine physical and written compliance with regulations;
3. Communicate verbally and in writing; prepare written reports, conduct interviews, gather, and analyze data as applied to complex regulations and laws
4. Ability to prepare and present testimony at hearings as needed. Conduct interviews, testify at hearings;
5. Ability to effectively use computer equipment and peripherals, software applications and other office equipment
6. Ascend/descend stairs to access all regulated areas of facilities;
7. Ability to travel using own vehicle throughout designated region and report to alternate work sites as needed
8. Required to establish home-based office;

LICENSING TECHNICIAN SUPERVISOR

POSITION PURPOSE:

Directly supervises contracted regulatory technicians in the inspection of child residential, child day treatment, and mental health programs to ensure the health, safety and well-being of residents and individuals served in accordance with Commonwealth laws and regulations. Assigns licensing inspections, reviews and processes inspection and licensing documents. Recommends enforcement action based on inspection and investigation findings. Prepares reports and other documents related to licensing. Trains and provides developmental opportunities for regulatory technicians. Develops and maintains staff schedules, manages workflow. Prioritizes work unit tasks and reviews work products. Prepares investigation plans. Performs the work of subordinates in complex or sensitive cases. Writes and updates alerts.

Required Minimum Starting Wage: \$32.00/hour

EDUCATIONAL REQUIREMENTS / WORK EXPERIENCE / TRAINING:

Minimum Educational Requirements:

Bachelor's degree in a Health or Human services related course of study. Examples, but not limited to: Nursing, Social Work, Psychology, Occupational Therapist, Physical Therapist, Physician, Emergency Medical Technician (EMT)

OR

Associates Degree in a Health or Human Services related course of study AND 2 years' experience working in that field of study

OR

A minimum of one (1) year experience in a health or human services related field demonstrating (i.e. Social Work, Social Sciences, Medical, Nursing, Auditing) an ability to perform the description of duties and essential functions.

PLUS

Two (2) years documented experience in a personnel management role in a Health and Human Services field

DESCRIPTION OF DUTIES:

Supervises licensing technicians. performs a full range of supervisory duties to include employee performance management, training, coaching and enforcing Department policies and procedures. Substantial independent decision-making with a high degree of discretion.

Regional management of operations in consultation with the Regional Director and/or the Director of Operations. Assigns, directs and oversees initial, renewal, interim, complaint, provisional follow-up, and monitoring inspections for licensed settings.

Receives, prioritizes, assigns, and monitors complaint and incident investigations in accordance with applicable policies and procedures.

Manages workload through prioritization, workflow tracking, human resource management, and subordinate training and direction in accordance with established policies and procedures, and with the use of approved workload management tools.

Reviews and approves Licensing Technicians' travel plans in accordance with Department policies and procedures. Reviews and approves travel expense submissions and overtime requests and submissions in accordance with Department policies and procedures.

Reviews and approves Licensing Technicians' timesheets ensuring accuracy.

Develops, directs, and oversees special monitoring plans for facilities operating under enforcement actions. Works with Department program offices, placement, and service agencies, to arrange and provide for appropriate referrals, program supports and placement assistance.

Develops and implements emergency and planned resident relocations for licensed settings that are closing. Coordinates the closure plan and works cooperatively with Department program offices and local interagency teams to design and implement an effective, timely, closure strategy to meet the individual needs of residents.

Prepares, directs and implements an individual training plan for each licensing technician.

Coordinates licensing-related issues with state, federal and local agencies, including building code enforcement, local and state law enforcement, Office of Attorney General, Department of Environmental Protection, and others.

Reviews and approves Licensing Technicians' inspection work, investigation findings, and violation reports.

Reviews and approves licensed setting plans of corrections. Writes plans of correction amendments and directed plans of correction.

Determines compliance status of plans of correction and documents decisions on violation reports.

Reviews and approves licensing packets recommending the issuance of licenses or enforcement action as required by law, regulation, policy, and professional judgment.

Responds to questions and provides technical assistance to Department program offices, licensed settings, placement and service and agencies, and law enforcement.

Testifies in administrative and Commonwealth Court hearings regarding inspection and investigation findings.

Uses computers and peripherals to prepare narrative violations reports, licensing documents and work flow analyses in accordance with applicable policies and procedures.

Performs related work as required or assigned.

ESSENTIAL FUNCTIONS:

1. Supervises licensing technicians;
2. Independent control and decision-making regarding licensed setting issues.
3. Valid driver's license due to extensive travel and overnight travel throughout the Commonwealth, predominantly in an assigned geographical area;
4. Ability to prepare and present testimony at hearings as needed. Conduct interviews, testify at hearings;
5. Communicate verbally and in writing; prepare written reports, conduct interviews, gather, and analyze data as applied to complex regulations and laws
6. Ability to effectively use computer equipment and peripherals, software applications and other office equipment
7. Ascend/descend stairs to access all regulated areas of facilities.
8. Ability to travel using own vehicle throughout designated region and report to alternate work sites as needed
9. Required to establish home-based office;

WORKLOAD MANAGER

POSITION PURPOSE:

This position is the Workload Manager for DHS. This position conducts research and evaluation, develops and manages information systems (i.e., complaint and incident tracking systems), conducts evaluations of complaint investigations, assigns priority levels for each complaint received, assists in assigning staff to particular complaints, and incidents needing further investigation, and coordinates law enforcement referrals and investigations.

Required Minimum Starting Wage: \$28.00/hour

EDUCATIONAL REQUIREMENTS / RELAVANT WORK EXPERIENCE TRAINING:

Minimum Educational Requirements:

Bachelor's degree in a Health or Human services related course of study. Examples but not limited to: Nursing, Social work, Psychology, Occupational Therapist, Physical Therapist, Physician, Emergency Medical Technician (EMT)

OR

Associates Degree in a Health or Human Services related course of study AND 2 years' experience working in that field of study

OR

A minimum of one year experience in a health or human services related field demonstrating an ability to perform the description of duties and essential functions.

DESCRIPTION OF DUTIES:

Conducts program and information system analysis on a statewide basis.

Assists in implementation of enforcement orders, such as emergency closure orders and prohibition of access orders.

Schedules and coordinates all licensed setting inspections for the region. Conducts meetings with licensing staff for scheduling and other matters.

Oversees the regional fines management system, reviewing, and evaluating corrective action plans and monitors the implementation. Conducts onsite inspections for verifying corrective action plans.

Coordinates referrals and criminal investigations with law enforcement agencies, including state and local police and Office of the Attorney General.

Reviews content of incident reports and complaints. Follows-up with providers and complainants as needed for additional information. Assesses and assigns priority levels for complaints and incident reports received. Assigns complaint/incident inspections to the Licensing Representatives/Technicians for further investigation.

Files incident reports and other licensing documents or scans such documents to electronic records.

Designs and conducts research studies relating to licensed settings.

Assists in data entry and data analysis relating to licensed settings. Takes complaints and enters them into the complaint tracking system. Enters incident reports into incident tracking system.

Generates weekly and monthly reports and ad hoc reports using data collection methods and tools; prepares tables and graphs from analysis for inclusion in Departmental statistical reports.

Ensure data integrity through regular monitoring of database systems.

Organizes and analyzes data which may involve reviewing regulator information or applying statistical methods to analyze data in order to draw conclusions, make recommendations, and suggest system improvements and program alternatives.

Reviews, analyzes, and recommends revisions to existing and proposed policies, regulations, and procedures.

Coordinates the maintenance of information technology applications to support program operations.

Responds to inquiries from providers, other state and local agency officials, consumers, Department licensing staff, and Department program offices.

Oversees the usage of equipment for the region; coordinates all necessary equipment needed to conduct presentations and trainings provided in the regional office.

Provides guidance and direction to licensing representatives/technicians in the regional office regarding complaint and incident information and their respective tracking systems.

Provides technical support for all staff in the office. Provides training to staff on equipment, database systems and software programs.

This position reports to the DHS Regional Director.

Performs related work as required.

ESSENTIAL FUNCTIONS:

1. Valid driver's license due to travel. Occasional overnight travel throughout the Commonwealth, predominantly in an assigned geographical area;
2. Writes clear and concise policy and procedures;
3. Gathers and analyzes regulatory and statistical data to apply it to complex regulations and laws;
4. Comprehends state and federal laws and regulations to conducts national and state research;
5. Ability to effectively use computer equipment, peripherals, software applications, and other office equipment.
6. Ability to communicate verbally and in writing;
7. Prepares weekly and monthly, ad hoc statistical, and narrative reports;
8. Maintains licensing software applications, tracking systems and equipment;