

NATURE OF WORK IN THIS CLASS:

Administers the overall operation of the Health Professional Licensure Section, which provides staff support to the Commission on Licensure and Boards of Healing Arts as mandated under Title X, Chapter 12 of the Guam Code Annotated.

This is responsible professional work involving administrative, technical and regulatory duties related to the licensure and credentialing of various health professionals to ensure compliance with all applicable local and federal laws, rules and regulations governing health professional licensure.

ILLUSTRATIVE EXAMPLES OF WORK: (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

Oversees the Health Professional Licensure Section and assures that necessary support services are provided to the Commission of Licensure and all Boards of the Healing Arts.

Administers licensing examinations in accordance with established contract, security measures and guidelines; reviews license applications and verifications to determine compliance with laws, rules and regulations.

Provides required licensure reports to the National Practitioner Data Bank (NPDB) and financial statements of revenues generated to the nine (9) Health Professional Boards.

Develops plans for optimizing organizational performance; manages the organizational planning for the Health Professional Licensing Office (HPLO), including staff resource management, strategic planning, policy creation and implementation.

Evaluates effectiveness of the HPLO; establishes operational objectives to ensure maximum utilization of resources; analyzes data to identify program needs; recommends changes to improve effectiveness of policies and services for stakeholders and populations at risk.

Reviews complaints of alleged malpractice or non-compliance against licensed professionals; assists the licensing Board and designated legal counsel in investigations in preparation for hearings or disciplinary actions; provides oral and written information during disciplinary meetings, public hearings and legal proceedings.

Maintains strict confidentiality of sensitive information related to complaints and investigations and other matters related to licensure requirements.

Participates in the evaluation of health professional training programs that require certification or recognition by respective licensing boards; ensures professional development training of nursing staff and/or annual work programs.

Serves as a primary point of contact for inquiries from health professionals, employers, educational institutions and the public regarding licensing requirements, status of applications and regulatory information.

Develops and updates informational materials, forms and online resources for licensees and applicants; provides updated information to health professionals and employer agencies on licensure requirements, laws and regulations.

Keeps abreast of changes in local and federal healthcare laws, rules and regulations affecting professional licensure; maintains and updates the HPLD Provider's Digital Directory.

Prepares the annual budget request for the Health Professional Licensure Section.

Oversees the Emergency Medical Services for Children (EMSC) State Partnership grant.

Reviews and approves Military Portability and Temporary Licenses.

Performs other related duties as assigned.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of the principles and practices of business or public administration.

Knowledge of health professional licensing and examination standards.

Knowledge of medical/health training standards.

Ability to interpret and apply laws, policies, rules and regulations.

Ability to gather information, compile data, analyze findings and make decisions in accordance with pertinent laws, regulations and appropriate program guidelines.

Ability to work effectively with a variety of health professionals and health agencies, officials, employees and the general public.

Ability to evaluate programs and processes and recommend solutions to improve operational effectiveness related to licensing requirements.

Ability to supervise subordinate staff.

Ability to communicate clearly and concisely, both orally and in writing.

Ability to prepare reports and maintain records.

Ability to maintain highly confidential information.

Skill in identifying and resolving issues related to licensing requirements and processes.

MINIMUM EXPERIENCE AND TRAINING:

- A. Four (4) years of progressively responsible experience in the certification or licensing of health professionals including two (2) years of supervisory experience in public health or program management and graduation from an accredited or recognized college or university with a Bachelor's degree in business or public administration, public health administration, nursing or closely related field; **or**
- B. Any equivalent combination of experience and training beyond the Bachelor's degree which provides the minimum knowledge, abilities, and skills.

NECESSARY SPECIAL QUALIFICATIONS:

Possession of a valid Guam driver's license may be required.

AMENDED: **DECEMBER 2025**
 APRIL 2007
 MARCH 2006

ESTABLISHED: **SEPTEMBER 1988**

PAYGRADE: **P (GPP)**

HAY EVALUATION:	KNOW-HOW:	E II 3	304
	PROBLEM SOLVING:	E 3 33%	100
	ACCOUNTABILITY:	E 2 C	115
	TOTAL POINTS		519

This standard revises and supersedes the standard established in September 1988 and last amended in April 2007.



12/05/25

EDWARD M. BIRN, Director
Department of Administration



LOURDES A. LEON GUERRERO
Governor of Guam

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