

Civil Service Commission

1055 MONTEREY STREET, SUITE D-250 ♦ SAN LUIS OBISPO, CALIFORNIA 93408 ♦ 805.781.5959

**San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday, March 23, 2016 @ 9:00 A.M.
1055 Monterey Street, Suite D-271 San Luis Obispo, CA**



AGENDA

MEMBERS OF THE COMMISSION
President Robert Bergman
Vice President Erwin Ohannesian
Wayne Caruthers
Erica Stewart
William Tappan

1. **Call to Order / Flag Salute / Roll Call**
2. **Public Comment Period**
Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual.
3. **Minutes**
The following draft minutes are submitted for approval:
 - a. February 24, 2016
4. **Specifications-New**
 - a. Social Worker Aide I, II, III series
 - b. Behavioral Health Program Supervisor
 - c. Licensed Psychiatric Technician/Licensed Vocational Nurse I, II, III
 - d. Library Associate (I, II, III) Librarian, Coordinating Librarian, Senior Library Associate and Library Branch Manager
9. **Reports**
 - a. Commission President
 - b. Commission Counsel
 - c. Commission Secretary
10. **Adjournment**

Civil Service Commission

The San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday, February 24, 2016 @ 9:00 A.M.
1055 Monterey Street, Suite D-271, San Luis Obispo, CA



MEMBERS OF THE COMMISSION
Wayne Caruthers, President
Erica Stewart
Robert Bergman
William Tappan
Erwin Ohannesian

Present: President Caruthers, Commissioner Robert Bergman, Commissioner Ohannesian
Commissioner Tappan, Commissioner Stewart

Staff: Commission Secretary Tami Douglas-Schatz, Commission Clerk Lacey Gabriel

Counsel: Commission Counsel Tim McNulty

1. Call to Order/ Flag Salute/ Roll Call

President Caruthers called the meeting to order at 9:00 A.M. and led the flag salute.

2. Welcome Commissioner Erica Stewart – Appointed January 26, 2016

The Commission welcomed Erica Stewart as the newly appointed Commissioner for District 3.

3. Election of Officers

President Caruthers asked the Commission for election nominations. Commissioner Tappan nominated Robert Bergman for Commission President; Commissioner Ohannesian seconded the motion. Motion passed 5-0-0. President Caruthers made a motion to nominate Commissioner Ohannesian as Vice President, Commissioner Tappan seconded. The motion passed 5-0-0.

4. Public Comment Period

President Caruthers asked for Public Comment. Theresa Pemberton of Behavioral Health and Clark Guest of Drug and Alcohol services commented on the current classifications of Mental Health Supervisor and Drug and Alcohol Supervisor. They both requested that Human Resources and the Commission consider review.

5. Minutes – November 18, 2015

President Caruthers asked for corrections or revisions to the November 18, 2015 meeting minutes. Commissioner Bergman made a motion to approve the minutes as presented; Commissioner Ohannesian seconded the motion. Motion passed 5-0-0.

6. Request to delete Job Specifications

Ms. Douglas-Schatz introduced Personnel Analyst, Mark Mckibben. Mr. Mckibben presented to the Commission a PowerPoint presentation with the request to delete 58 Job Specifications. The Commission questioned Mr. Mckibben regarding the request. President Caruthers asked if there was public comment. Being none, President Caruthers asked for a motion to approve the deleted job specifications. Commissioner Tappan made the motion; Commission Stewart seconded. The motion passed 5-0-0.

7. Specifications – Revised

a. Supervising Deputy Probation Officer: Personnel Analyst, Chip Spence presented the revised specification and introduced Jim Salio Chief Probation Officer, Probation. Chip Spence explained the purpose for the revised specification. The Commission questioned Mr. Spence and Chief Salio. President Caruthers asked if there was public comment. Being none, President Caruthers asked for a motion to approve the revised specification. Commissioner Tappan made the motion; Commissioner Ohannesian seconded. The motion passed 5-0-0.

Civil Service Commission

8. Specifications – New

a. Division Manager: Principal HR Analyst, Megan Fisher presented the new specification and introduced Assistant County Administrative Officer, Guy Savage. Ms. Fisher explained the reason for the new specification. The Commission questioned Ms. Fisher and Mr. Savage. President Caruthers opened the public comment period. Being none, Commissioner Ohannesian made a motion to approve the new specification, Commissioner Stewart seconded. The motion passed 5-0-0.

b. Safety Coordinator: Personnel Analyst, Jamie Azarvand presented the new specification and introduced Dave Flynn, Deputy Director of Public Works. Ms. Azarvand explained the purpose for the new specification. The Commission asked questions regarding the new specification. President Caruthers asked for public comment. Being none, Commissioner Ohannesian made a motion to approve the new specification, Commissioner Bergman seconded. The motion passed 5-0-0.

9. Reports

- a. Commission President: No report.
- b. Commission Counsel: No report.
- c. Commission Secretary: Commission Secretary, Tami Douglas-Schatz introduced new Personnel Analyst, Taj D'Entremont to the Commission. Ms. Douglas-Schatz confirmed with the Commission we will be holding a hearing directly following the March 23, 2016 Regular Scheduled Meeting.

10. Adjournment

President Caruthers adjourned the meeting at 10:08

** Note: These minutes reflect official action of the Civil Service Commission. A digital record exists and will remain as the official, complete record of all proceedings by the Civil Service Commission.*



Human Resources Department

SAN LUIS OBISPO COUNTY

Tami Douglas-Schatz,
Director

County Government Center, 1055 Monterey Street • Suite D-250, San Luis Obispo, CA 93408-2110

- Telephone 805.781.5959
- Fax 805.781.1044
- Email HR@co.slo.ca.us

TO: Civil Service Commission

DATE: March 23, 2016

FROM: Melissa Beebe, Personnel Analyst

SUBJECT: New Class Specification: Social Worker Aide I, II, III series

RECOMMENDATION:

It is recommended that the Commission approve the new Social Worker Aide series class specification as proposed.

DISCUSSION:

The Department of Social Services is responsible for providing case management services to both children and parents within Child Welfare Services and Adult Services. Specifically, the classification for the Community Service Aide is responsible for providing professional Social Worker staff with support in duties which include, but are not limited to, transporting clients, supervising parental visits, and providing routine social service assistance.

The Human Resource Department received three separate position studies within six months of each other from incumbents within the Community Service Aide classification. After reviewing each of the position study requests, it was apparent to the Human Resources Department that Community Service Aides are expected to operate with different levels of knowledge, independence, supervision, job duties and proficiency within their roles which supports the need for different levels within the classification. The Social Worker Aide Series (I, II & III) will perform a wide variety of unskilled, semi-skilled and skilled work in within their assigned program.

The Human Resources Department is proposing a new Social Worker Aide classification to update the name of the Community Service Aide classification in order for it to be consistent with other counties. It is also suggested to add two additional levels to address the distinguishing characteristics between Community Service Aides, and also to increase the minimum qualifications requirements.

The proposed changes to the minimum qualifications requirements are closely aligned with other counties, and address the necessity for more education and/or experience upon entry into this role to ensure staff are appropriately qualified to perform the duties outlined in the specification. These changes will benefit the internal staff by providing a clear career path within the Department, which will in turn benefit the Department through retention.

OTHER AGENCY INVOLVEMENT:

The Department of Social Services has been involved in development of this specification and concurs with the specification as proposed. The County Administrative Office and Employee Association (SLOCEA) have reviewed and provided input on the proposed specification.

Attachments:

Social Worker Aide Series- Track Changes
Social Worker Aide Series- Final Draft

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1 **HUMAN RESOURCES DEPARTMENT**

2 San Luis Obispo County

3

4 **SOCIAL WORKER AIDE**

Deleted: COMMUNITY SERVICE

5 **I, II, III**

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7 **DEFINITION:**

8 Classes in this series act as a liaison between clients and the department by providing professional
9 staff with a wide variety of assistance through non-technical, clerical, and related tasks.

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10 Incumbents may be assigned a variety of routine duties which do not require the expertise of a
11 professional level social worker, such as transporting clients, supervising parental visits, and
12 providing routine social services assistance.

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14 **DISTINGUISHING CHARACTERISTICS:**

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16 Social Worker Aide I: is the entry level position of this series. Incumbents, under close
17 supervision, learn the basics of supervised visitation and safe transportation of children,
18 recognition of potential safety issues during visits, and basic Objective Behavioral documentation.
19 Incumbents are expected to demonstrate the ability to promote to Social Worker Aide II after
20 successful completion of twelve months of experience.

21

22 Social Worker Aide II: is the journey level position of this series. Incumbents, under general
23 supervision are expected to perform all of the above; plus: work with more independence on a
24 full caseload, demonstrating increasing responsibility; conducting appraisals to determine the
25 safety of supervised visits.

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27 Social Worker Aide III: is the advanced journey level position of this series; incumbents, under
28 direction are expected to perform all of the above, plus: independently identify and address issues
29 that arise during supervised visits; demonstrate proficiency in all aspects of the team's
30 assignment, which may include visit cancellation under stressful conditions, de-escalation of
31 parents or children; assist other workers with questions and assist the supervisor as directed.

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33 Assignments may vary widely, based on the program in which employed. This series is
34 distinguished from the social work series, where incumbents perform case management services,
35 require greater assessment skills and a broader knowledge of social work concepts.

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41 **REPRESENTATIVE DUTIES:**

42 (Not in order of importance)

- 43 • Assists in establishing and maintaining effective communication between the professional
44 staff and the community areas serviced; acts as a liaison between the professional staff
45 and the client by clarifying instructions and information.
- 46 • Describes basic services, County programs and other available community resources to
47 clients; acts as an advocate, provides encouragement and support to clients in securing
48 and/or following through on services.
- 49 • Assists clients in developing appropriate job skills, daily living skills, and parenting skills.
- 50 • Support clients' efforts in dealing with children, including those with medical and/or
51 emotional problems.
- 52 • Monitors clients' progress and makes written and/or verbal reports of serious problems to
53 professional staff.
- 54 • Assists Social Workers in placing clients who are unable to care for themselves into an
55 appropriate care facility.
- 56 • Maintains up-to-date electronic records of clients' status; writes and enters visitation
57 reports into a centralized database; uses the Department's automated system to enter
58 documentation from observed direct client/family contact as it relates to client safety and
59 the approved case plan.
- 60 • Assists Social Workers with coordinating services provided to clients, by making phone
61 calls, preparing correspondence, completing forms, and supervising family visits.
- 62 • When qualified to do so, acts as an interpreter for non-English speaking clients.
- 63 • Assists clients, foster parents or temporary care givers in arranging for and providing
64 transportation as necessary to obtain services; provides transportation both inside and
65 outside San Luis Obispo County limits for children and adults under protective services.
- 66 • Complies with all safety regulations, including the use of age appropriate California safety
67 mandated equipment, when assisting with the initial removal, placement change, or when
68 transporting individuals to visits with parents, court hearings, therapy, etc. and may
69 include managing the clients' necessary assistive equipment, such as a wheelchair.
- 70 • Monitors parental and/or family visitations as directed by Social Workers; enforces
71 visitation time and makes decisions to terminate visit if necessary; makes immediate oral
72 reports of visitation and follows up with written reports.
- 73 • Assists professional staff in site visitations, including the removal of children into protective
74 custody, which may require physically lifting and carrying children; supervises children
75 awaiting placement.
- 76 • Performs routine welfare checks; routinely checks on clients in Protective Pay status;

- 77 obtains receipts and assists clients in gathering needed financial information.
- 78 • Maintains contact with clients and families in order to monitor progress and compliance
- 79 with the case plan, including medical, educational, and counseling recommendations;
- 80 makes reports of observations/findings to Social Workers.
- 81 • Makes home visits to assist clients in completing applications for program participation
- 82 and in obtaining needed services, such as medical care.
- 83 • Provides routine clerical support for professional staff including setting up and
- 84 coordinating family, adult, and child services, documenting site visits, filing legal
- 85 documents, and collecting and providing information to placement resources to assist in
- 86 placing children.
- 87 • Monitors condition and records usage of assigned County vehicles. Operates County
- 88 vehicles safely.
- 89 • May testify in court on an as needed basis.

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91 **EMPLOYMENT STANDARDS:**

92 **Knowledge of:**

- 93 • Basic public social services programs, goals and objectives
- 94 • Problems, needs and behavioral patterns of persons served by the department and the
- 95 local community
- 96 • Basic oral and written communication skills
- 97 • Basic math skills
- 98 • Appropriate telephone etiquette
- 99 • Modern automated office equipment
- 100 • Systems used by the department

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103 **In addition, Social Worker Aide II:**

- 104 • Advanced knowledge of systems used by the department
- 105 • Principles of interviewing and problem-solving methodology

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107 **In addition, Social Worker Aide III:**

- 108 • All aspects of the team process, which may include scheduling visits for other CSA staff in
- 109 the absence of the Supervisor
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Ability to:

- Read, write, speak and understand English
- Accept and benefit from training
- Follow written and oral instructions
- Operate modern automated office equipment
- Maintain records and file
- Safely operate County vehicles
- Learn the basic principles of various human services programs
- Understand the cultural and social factors affecting behavior patterns
- Effectively communicate social, cultural, and behavioral facts to professional staff and community members; maintain good relations with an array of social and ethnic groups
- Lift children and assist clients of all physical abilities in and out of vehicles and buildings
- Obtain and record accurate information
- Interpret agency programs and policies
- Read and interpret information obtained from computers and written documents
- Maintain the confidentiality of information about persons served
- Work well with others
- Maintain professional boundaries with persons served
- Work with parents of severely emotionally disturbed, special needs, or "high risk" children, youth or teens

In addition, Social Worker Aide II:

- Carry a higher caseload
- Work with greater independence
- Demonstrate initiative and knowledge to utilize community collaboration in order to expand available resources
- Record appropriate, objective case notes in a timely manner
- Problem solve and make appropriate decisions

In addition, Social Worker Aide III:

- Take on all aspects of team functions and begin to assist and redirect parents
- Mentor other, less experienced CSA staff

EDUCATION/EXPERIENCE:

148 **All levels:** Graduation from high school or possession of a GED certificate.

149

150 **In addition to the above:**

151

152 **Social Worker Aide I: EITHER A:** six (6) months of full time experience caring for, and helping
153 social services or health services clients, patients, or other individuals within a hospital, school,
154 institution or community-based agency. **OR B:** Equivalent to completion of two (2) years of
155 college (60 semester or 90 quarter units), including (15) semester units in a social welfare
156 social/human service, sociology, or other social or behavioral science.

157

158 **Social Worker Aide II:** Twelve (12) months experience performing duties comparable to a
159 Social Worker Aide I

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161 **Social Worker Aide III:** Eighteen (18) months experience performing duties comparable to a
162 Social Worker Aide II

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164 *Examples of social or behavioral science courses include: Psychology, Sociology, Counseling,
165 Education, Criminal Justice, Human Services, Public Health, Social Welfare, Humanities, Nursing,
166 Ethnic Studies, Child Development, Health Science, and Anthropology.

167

168 **LICENSE:**

169 A valid driver's license is required at the time of application. A valid CALIFORNIA driver's license
170 is required at the time of appointment and must be maintained throughout employment, with a
171 good and safe driving record.

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173 **SPECIAL SUBCLASS RECRUITMENT:**

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175 Recruitments for this classification may be conducted according to the special divisions or
176 programs in which the vacancy exists and the requirements of the position.

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178 **OTHER CONDITIONS OF EMPLOYMENT:**

179 Employees in this classification may be required to work holidays, weekends, and evenings.
180 Physical ability tests may also be required as a condition of employment.

181

182 This class specification generally describes the duties and responsibilities characteristic of the
183 position(s) within this class. The duties of a particular position within a multi-position class may

184 vary from the duties of other positions within the class. Accordingly, the essential duties of a
185 particular position (whether it be a multi-position class or a single-position class) will be identified
186 and used by medical examiners and hiring authorities in the selection process. This information
187 will also be made available for review at the time of any recruitment for that position and at such
188 other times as reasonably required.

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Adopted: 9-22-76

190

Revised: 3-24-99

191

Revised: 9-26-12

192

Revised:

1 **HUMAN RESOURCES DEPARTMENT**

2 San Luis Obispo County

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- 119 community members; maintain good relations with an array of social and ethnic groups
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- 123 • Read and interpret information obtained from computers and written documents
- 124 • Maintain the confidentiality of information about persons served
- 125 • Work well with others
- 126 • Maintain professional boundaries with persons served
- 127 • Work with parents of severely emotionally disturbed, special needs, or "high risk"
- 128 children, youth or teens

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164 is required at the time of appointment and must be maintained throughout employment, with a
165 good and safe driving record.

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167 **SPECIAL SUBCLASS RECRUITMENT:**

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169 Recruitments for this classification may be conducted according to the special divisions or
170 programs in which the vacancy exists and the requirements of the position.

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172 **OTHER CONDITIONS OF EMPLOYMENT:**

173 Employees in this classification may be required to work holidays, weekends, and evenings.
174 Physical ability tests may also be required as a condition of employment.

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176 This class specification generally describes the duties and responsibilities characteristic of the
177 position(s) within this class. The duties of a particular position within a multi-position class may
178 vary from the duties of other positions within the class. Accordingly, the essential duties of a
179 particular position (whether it be a multi-position class or a single-position class) will be identified

180 and used by medical examiners and hiring authorities in the selection process. This information
181 will also be made available for review at the time of any recruitment for that position and at such
182 other times as reasonably required.

183

Adopted: 9-22-76

184

Revised: 3-24-99

185

Revised: 9-26-12

186

Revised:



HUMAN RESOURCES DEPARTMENT

SAN LUIS OBISPO COUNTY

TAMI DOUGLAS-SCHATZ, DIRECTOR

County Government Center, 1055 Monterey Street Suite D-250, San Luis Obispo, CA 93408

TO: Civil Service Commission
DATE: March 23, 2016
FROM: Frank Stapleton, Personnel Analyst
SUBJECT: New Specification: Behavioral Health Program Supervisor

RECOMMENDATION:

It is recommended that the Commission approve the new Behavioral Health Program Supervisor class specification as proposed.

DISCUSSION:

As part of the Health Agency's ongoing reorganization and workforce planning, the Behavioral Health Department is undergoing efforts to realign the supervisorial structure of their department. Currently, the Department is comprised of two primary divisions: Mental Health and Drug & Alcohol. This change will allow for the Mental Health Division to be aligned with the supervising structure of the Drug & Alcohol Division. The Health Agency wishes to restructure the Behavioral Health Department to allow for greater flexibility and movement of supervisors throughout the various units of the Department. As such, the Department is proposing the creation of one supervisorial classification that encompasses multiple units within the Behavioral Health Department.

The new Behavioral Health Program Supervisor classification encompasses the combined responsibilities of, and will replace, the current classifications of Mental Health Program Supervisor and Drug & Alcohol Program Supervisor. Mental Health Program Supervisors currently primarily oversee only Mental Health classifications. The Drug & Alcohol Program Supervisors primarily oversee Drug & Alcohol classifications. The new classification of Behavioral Health Program Supervisor may oversee both Mental Health and Drug & Alcohol classifications more frequently, depending on the program being supervised. The need to be familiar with all aspects of the Department's two programs will require a supervisor with skills and knowledge in a wider range of functions than the current job specifications separately indicate.

There are currently 17 incumbents in both classifications that will be reclassified once this new classification is approved. These incumbents will be granted permanent status in the new classification under CSC Rule 5.05(a).

OTHER AGENCY INVOLVEMENT:

The Health Agency has been involved in development of this specification and concurs with the proposed classification. This classification has been discussed with the County Administrative Office and Employee Association (SLOCEA) as well.

Attachments: Behavioral Health Program Supervisor – final draft

1 **HUMAN RESOURCES DEPARTMENT**
2 **San Luis Obispo County**

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5 **Behavioral Health Program Supervisor**

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7 **DEFINITION:**

8 Under direction, plans, organizes, and manages the activities of one or more functional units with the
9 Behavioral Health Department, and other duties as required.

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11 **REPRESENTATIVE DUTIES:**

12 (Not in order of importance)

- 13
- 14 • Guides, supervises and assist staff; prioritizes and assigns projects, develops staff skills and
15 conducts performance evaluations, identifies training needs and provides training for staff.
- 16 • Provides coaching, counseling, and guidance on professional responsibilities and technical skills.
- 17 • Facilitates and guides development of behavioral health assessment and treatment programs
18 and plans; reviews and critiques performance and outcome measures; assesses quality and
19 conformance to standards for cases, specialists, and clinicians.
- 20 • Leads and manages multi-disciplinary team meetings to review client caseload, treatment
21 concerns, and recommendations, reviews and approves progress reports.
- 22 • May provide assessment, individual or group therapy, and other clinical services.
- 23 • Manages facilities as required; coordinates supplies and equipment.
- 24 • Analyzes trends, and evaluated program requirements and resource utilization, coordinates
25 program planning and evaluation; coordinates protocols to effect integrated services with other
26 programs, departments and agencies; responds to requests for information.
- 27 • Monitors budget and expenditures for services; assures that appropriate services are provided,
28 coordinates information and assures effective communications between programs.
- 29 • Reviews and approves documents, clinical files and billing records.
- 30 • Develops and enhances cooperative professional relationships with local community agencies.
- 31 • Provides consultation and training to other organizations in the community on behavioral health
32 issues; conduct presentation and training to county staff and general public to introduce and
33 communicate the roles and functions of the behavioral health programs.
- 34 • Maintains expertise in field of service through participating in applicable educational
35 opportunities.
- 36 • Maintains and enforces all aspects of confidentiality of client information. Monitors compliance
37 to the standards of the Privacy Act of 1974 as amended. Monitors and assures compliances with
38 Behavioral Health, Health Agency, and County policies and procedures.
- 39 • Performs other related duties as assigned.

40
41 **EMPLOYMENT STANDARDS:**

42
43 **Knowledge of:**
44

- 45 • Principles, procedures and techniques of supervision, program development, evaluation and
46 administration;
- 47 • Recovery and resiliency, client centered and culturally competent practice and systems;
- 48 • California laws, rules and regulations pertaining to mental health and substance use disorder
49 programs;
- 50 • Principles and practice of community organization and behavioral health administration;
- 51 • Procedures of effective grant writing;
- 52 • Basic administrative and program budgetary principles;
- 53 • Computer and office automation systems procedures as required

54
55 **Ability to:**

- 56 • Communicate effectively both orally and in writing;
- 57 • Plan, organize, develop, implement and evaluate services programs;
- 58 • Establish and maintain effective working relationships with staff and community based
59 organization;
- 60 • Evaluate the work of, and maintain effective supervision with, assigned staff

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62
63 **EDUCATION AND EXPERIENCE:**

64 Licensure or certification must be held at time of application and maintained throughout employment.

65 A Master's degree in counseling, psychology, social work, nursing, or other closely related field from an
66 accredited college or university. Job related experience may substitute for the education on a year-for
67 year basis.

68 In addition to the above, **Either A:** A California State Board license as a Psychiatrist, Psychologist,
69 Social Worker, Marriage and Family Therapist, or Professional Clinical Counselor AND two years post
70 licensure in a related field with increasing levels of responsibility; **Or B:** Registered Nurse with
71 minimum 2 years professional experience in behavioral health field; **OR C:** Certification as an Alcohol
72 and Drug Counselor and two years post certification in a related field with increasing levels of
73 responsibility; **OR D:** A Licensed Psychiatric Technician* with six years of post-licensure experience in a
74 psychiatric or mental health setting.

75
76 * Licensed Psychiatric Technician qualifies for supervisory positions at the Psychiatric Health Facility
77 only.

78
79 **LICENSES AND CERTIFICATES:**

80 Certain positions within this classification may require driving. When driving is an essential function of
81 the position, a valid CALIFORNIA driver license will be required at the time of appointment and must be
82 maintained throughout employment.

83
84
85 **OTHER SPECIFICATIONS:**

86 **SPECIFIC PROGRAM REQUIREMENTS:**

87 With regard to specific programs, incumbents are required to have knowledge and abilities as they
88 relate to their program specialty. Authority to direct and supervise staff in the assigned program shall
89 be strictly limited by the scope of the professional license of the incumbent, State guidelines for
90 California Administrative Code Title 9 services and applicable sections of the California Health and

91 Safety Codes, California Business and Professions Code, and California Welfare and Institutions Code.
92 Each recruitment will indicate the license or certification, program responsibility and specific experience
93 required to fill an existing vacancy based upon the needs of the County.
94

95 Recruitments for this classification may be conducted according to the special divisions or programs in
96 which the vacancy exists and the requirements of the position.
97

98 This class specification generally describes the duties and responsibilities characteristic of the positions(s)
99 within this class. The duties of a particular position within a multi-position class may vary from the duties
100 of other positions within the class. Accordingly, the essential functions of a particular position (whether
101 it be a multi-position class or a single-position class) will be identified and used by medical examiners
102 and hiring authorities in the selection process. If you have any questions regarding the duties or the
103 working conditions of the position, please contact the Human Resources Department at 805.781.5959.
104

105 Adopted: 00-00-00

106 BOS Approved: 00-00-00



HUMAN RESOURCES DEPARTMENT

SAN LUIS OBISPO COUNTY

TAMI DOUGLAS-SCHATZ, DIRECTOR

County Government Center, 1055 Monterey Street Suite D-250, San Luis Obispo, CA 93408

TO: Civil Service Commission
DATE: March 23, 2016
FROM: Frank Stapleton, Personnel Analyst
SUBJECT: New Specification: Licensed Psychiatric Technician/Licensed Vocational Nurse I, II, III

RECOMMENDATION:

It is recommended that the Commission approve the new Licensed Psychiatric Technician/Licensed Vocational Nurse I, II, III (LPT/LVN) class specification as proposed.

DISCUSSION:

As part of the Health Agency's ongoing reorganization and workforce planning, the Agency is undergoing efforts to better align employees with the jobs they are performing. The Agency is comprised of two primary departments: Behavioral and Public Health. Both of these departments employ Licensed Psychiatric Technicians (LPT) and Licensed Vocational Nurses (LVN). The proposed new classification will unify employees who work as Licensed Psychiatric Technicians and Licensed Vocational Nurses duties under one classification that accurately reflects their job duties and scope of licensure.

The Agency has been utilizing the Mental Health Therapist (MHT) specification to hire LPTs. This has largely been due to the fact that the MHT specification incorporates the appropriate minimum qualifications to hire LPTs. However, the job duties within the MHT specification do not accurately reflect the day-to-day functions of LPTs. Using the inappropriate job specification to hire LPT's has led to many incumbents working outside their scope of license because their roles and responsibilities are not accurately defined. In addition, using the MHT specification to hire LPTs has created ongoing recruitment problems because the job description is inconsistent with job functions of LPTs.

The proposed new classification will clarify the roles and responsibilities of incumbents performing the necessary duties, as well as provide clear job expectations for candidates applying for these positions. Finally, the creation of a series will allow new graduates from either LPT or LVN programs to apply for entry level position within this classification and promote through the career series. This in turn will result in broader pools of qualified candidates and assist in retaining current employees.

There are currently 42 incumbents in MHT or LVN classifications that would be reclassified into this new classification. By making this classification a series, all incumbents will be placed in the appropriate series and step commensurate with their experience and licensure. Those existing incumbents with salaries greater than the highest step of the new classification shall be y-rated.

OTHER AGENCY INVOLVEMENT:

The Health Agency has been involved in development of this specification and concurs with the proposed revisions. The proposed new classification has been discussed with the County Administrative Office and Employee Association (SLOCEA) as well.

Attachments: LPT/LVN I, II, III – final draft

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1 **HUMAN RESOURCES DEPARTMENT**
2 **San Luis Obispo County**

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5 **Licensed Psychiatric Technician/Licensed Vocational Nurse I, II, III**
6 **(Career Series)**

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8 **DEFINITION:**

9 Under direction, classes in this career series provide a variety of professional behavioral health or
10 nursing care functions to patients in an outpatient, inpatient, forensic, or community setting; and
11 do other related work as required.

12
13 **DISTINGUISHING CHARACTERISTICS:**

14 Factors that affect the position allocation include complexity of responsibility assigned, clinical
15 licensure and scope of practice, nature and size of programs, independence of action and
16 decision-making responsibility, level of specialized training and experience.

17
18 **LPT/LVN I:** Under supervision, provides direct care of patients consistent with scope of licensure
19 as a Licensed Psychiatric Technician (LPT) or Licensed Vocational Nurse.

20
21 **LPT/LVN II:** Under general supervision, provides case management and/or direct care of
22 patients in the outpatient, forensic or field-based setting as well as at the Psychiatric Health
23 Facility (PHF), including consultation with other agencies

24
25 **LPT/LVN III:** Under direction, takes responsibility for the full management of a patient caseload
26 in the outpatient or community setting, or if working at the PHF or other institutional setting.
27 May provide work direction as the Shift Lead. May also provide training, conduct audits of
28 medication administration records, participate in patient chart audits or perform other complex
29 duties as assigned.

30
31 **ESSENTIAL JOB TASKS:**

32 (May include, but are not limited to the following)

- 33
- 34 • Provides a basic level of general and/or psychiatric nursing care; such as, measures vital
 - 35 signs; provides hygiene and wound care; performs prescribed medical treatments;
 - 36 performs blood withdrawal if certified by licensing Board
 - 37 • Performs nursing procedures such as, takes verbal orders, transcribes, charts vital signs,
 - 38 and documents other patient care information; administers prescribed medications,
 - 39 including oral medications and hypodermic injections; reports significant clinical changes
 - 40 to the supervisor or physician
 - 41 • Conducts basic clinical assessments, behavioral and/or physical
 - 42 • Provides crisis intervention and case management services for patients, including those
 - 43 with serious mental illness or youth with serious emotional disturbances in need of
 - 44 evaluation for involuntary hospitalization under Welfare & Institutions Code 5150
 - 45 • Formulates treatment plans in consultation with appropriate staff (physicians, licensed
 - 46 clinicians, etc.) utilizing various modalities of treatment
 - 47 • Conducts and works with other staff members and with community agencies including
 - 48 carrying out goals and objectives of treatment plans and/or referring patients to
 - 49 appropriate agencies based on their needs
 - 50 • As a member of the interdisciplinary team, coordinates services with medical support,
 - 51 emergency rooms, law enforcement, pharmacy and other necessary agencies

- 52 • Provides consultation, education and information services to lay and professional groups
- 53 and individuals
- 54 • Learns and evaluates new techniques in dealing with emotional and environmental
- 55 problems
- 56 • Prepares correspondences and reports as deemed necessary to implement effective
- 57 treatment plans
- 58 • Completes documentation according to standards
- 59 • Performs other related duties as assigned

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61 **EMPLOYMENT STANDARDS:**

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63 **Knowledge of:**

- 64 • Principles and practices used in the care, treatment and rehabilitation of patients, including
- 65 those with mental illness served by employees assigned to Behavioral Health Department
- 66 positions
- 67 • Reactions, contraindications and responses to common psychiatric or somatic medications
- 68 • Case management and/or crisis intervention of patients who suffer from serious and
- 69 persistent mental illness or co-occurring disorder and children with serious emotional
- 70 disturbance for employees assigned to Behavioral Health Department positions
- 71 • Federal, State and local regulations relating to Medi-Cal documentation requirements,
- 72 confidentiality and HIPAA, especially for mentally ill patients in settings where such
- 73 patients are served Medical terminology relating to health assessment and treatment,
- 74 including advanced first aid and CPR, as well as psychiatric terminology for employees
- 75 assigned to Behavioral Health Department positions
- 76 • Basic principles of individual and group behavior and/or disease processes
- 77 • Protocols and practices in a psychotherapeutic and behavioral healthcare, including
- 78 assessment, intervention, psychotropic medications and managing assaultive behavior
- 79 including methods and techniques of physical and chemical restraints, including
- 80 knowledge of involuntary commitments to psychiatric facilities for employees assigned to
- 81 Behavioral Health Department positions

82
83 **Ability to:**

- 84 • Effectively assess and treat patients including recognizing adverse patient reactions to
- 85 medications
- 86 • Provide ongoing medication efficacy assessments and treatment planning
- 87 • Administer a large volume of prescribed medications in a standard time-frame in
- 88 accordance with protocols for employees assigned to the Law Enforcement Medical Care
- 89 unit in a correctional facility
- 90 • Safely follow protocols and calls for assistance as required
- 91 • Establish and maintain the confidence and cooperation of patients, co-workers and others
- 92 from a variety of socio-economic and ethnic backgrounds
- 93 • Communicate effectively verbally and in writing, including keeping accurate records and
- 94 preparing reports
- 95 • Maintain self-awareness
- 96 • Establish a non-threatening, patient-centered, strength-based treatment environment
- 97 • Develop and utilize community resources
- 98 • Work effectively in a demanding environment that requires calm temperament and
- 99 composure when dealing with volatile, stressful or emotionally difficult situations
- 100 • Apply existing laws, rules and regulations to program operations
- 101
- 102 • Operate within appropriate confidentiality guidelines
- 103 • Foster a spirit of teamwork and support when interacting with staff and others

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- 104 • Maintain a safe and orderly work environment
- 105 • Maintain basic computer skills for documentation and communication via Email
- 106 • Utilize special equipment including restraints, in forensic and inpatient settings, medical
- 107 equipment and standard office equipment
- 108 • Assess and prioritize multiple tasks, projects and demands
- 109 • Operate a motor vehicle

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112 **EDUCATION/EXPERIENCE:**

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LPT/LVN I: Either A: Active licensure as a Psychiatric Technician or as a Vocational Nurse with the California Board of Vocational Nursing and Psychiatric Technicians.

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LPT/LVN II: Either A: Active licensure as a Psychiatric Technician with the California Board of Vocational Nursing and Psychiatric Technicians **AND** two years of post-licensure experience as a Psychiatric technician; **Or B:** Active licensure as a Vocational Nurse with the California Board of Vocational Nursing and Psychiatric Technicians **AND** 2 years of post-licensure experience in the Behavioral Health field*.

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LPT/LVN III: Either A: Active licensure as a Psychiatric Technician with the California Board of Vocational Nursing and Psychiatric Technicians **AND** four years of post-licensure experience as a Psychiatric technician; **Or B:** Active licensure as a Vocational Nurse with the California Board of Vocational Nursing and Psychiatric Technicians **AND** four years of post-licensure experience in the Behavioral Health field*.

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* For positions in Public Health clinics, the experience may be in the medical health care field.

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LICENSES:

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Possession of a valid license as a Psychiatric Technician or Vocational Nurse issued by the State of California Board of Vocational Nursing and Psychiatric Technicians is required at the time of application and must be maintained throughout employment.

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Certain positions within this classification may require driving. When driving is an essential function of the position, a valid CALIFORNIA driver's license will be required at the time of appointment.

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OTHER SPECIFICATIONS:

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SPECIFIC PROGRAM REQUIREMENTS:

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Each recruitment will indicate the program responsibility and specific licensure to fill an existing vacancy based upon the needs of the County. Incumbents in this position must be willing to work a flexible schedule, including evenings, weekends and holidays as well as on an on-call basis.

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This class specification generally describes the duties and responsibilities characteristic of the positions(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the duties or the working conditions of the position, please contact the Human Resources Department at 805.781.5959.

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Adopted: 00-00-00
BOS Approved: 00-00-00

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Human Resources Department

SAN LUIS OBISPO COUNTY

Tami Douglas-Schatz,
Director

County Government Center, 1055 Monterey Street • Suite D-250, San Luis Obispo, CA 93408-2110 • Telephone 805.781.5959
• Fax 805.781.1044

To: Civil Service Commission

From: Chip Spence, Personnel Analyst

Date: March 23, 2016

Subject: New Class Specifications: Library Associate Series (I, II, III), Librarian, Coordinating Librarian, Senior Library Associate and Library Branch Manager

RECOMMENDATION:

It is recommended that the Commission approve the new Library Associate Career Series, Librarian, Coordinating Librarian, Senior Library Associate and Library Branch Manager classifications and specifications as proposed.

DISCUSSION:

As part of the Library's ongoing analysis of their workforce planning and future needs, the Department is making efforts to modernize the structure of the Library to ensure they are most effectively meeting the needs of a 21st century library system. The proposed staffing model was developed to reflect the changing paradigm of today's libraries as well as give existing staff a clear path of promotion. Patrons of the library are increasingly more reliant on technology to answer many of the day-to-day reference questions that once were answered by librarians with professional level expertise. The proposed changes will allow the library to provide the highest level of value added service to Library patrons and set up current employees for the highest potential for success.

The key substantive changes are as follows:

- 1) To more accurately reflect the functions of these classifications, the incumbents currently in the Administrative Assistant career series will be reclassified to a new library specific clerical career series, Library Associate I, II, III. The specification will now reflect the day-to-day Library specific duties this class.

Currently, the Library has positions allocated in two para-professional career series. The entry level clerical career series in the Library is the county-wide Administrative Assistant series. The proposal is to change the Administrative Assistant series to a library specific job title, Library Associate I, Library Associate II, and Library Associate III. The job specification will be changed to library specific duties and tasks which more accurately describe the actual day-to-day responsibilities. In recruiting for the entry-level Library clerical position, Human Resources has found it necessary to do sub-class recruitments using a library specific working title in the recruitment. Changing the working title of the recruitment, the pool of candidates have been

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significantly stronger with individuals who either have library experience or a strong desire to work in a library. Changing the actual specifications in tandem with the job title will add to the quality of the applicant pool moving forward. Additionally, changing the clerical Library classification to a library specific title and to reflect the specific duties and responsibilities of the Library would be consistent with counties across the state of California allowing for accurate benchmarking and compensation analysis.

- 2) Combine the current Library Assistant and Supervising Library Assistant roles into one classification, Senior Library Associate. Additionally, create revised specifications to define the day-to-day responsibilities of this new classification.

The second more advanced para-professional series consists of the Library Assistant and the Supervising Library Assistant. Currently, Library Assistants run all aspects of a small library branch. These responsibilities include building oversight, programming, circulation, reference-related questions and interacting with the public. Supervising Library Assistants work in medium- and large-sized branches, and are responsible for supervision of those in the lower administrative assistant series, as well as, oversight for ordering materials and the Library's circulation activities. The proposed revisions would combine the two classes into the Senior Library Associate. The Senior Library Associate specification would allow for an incumbent to either run a small-sized branch or supervise other clerical staff in medium- and large-sized branches, duties considered by the department to be equivalent in complexity and consequence of error.

- 3) Create a new classification Library Branch Manager and create specifications to define the day-to-day responsibilities of this new classification.

The new Library Branch Manager classification would have oversight of all branch operations and activities at a medium-sized branch. These responsibilities would include building oversight, programming, circulation, reference-related questions, and interacting with both outside groups and the general public. This position will offer further career opportunities for those who have not acquired a Master of Library and Information Science degree, yet have gained considerable experience in library operations and the supervision of other staff members. Under the current structure a Supervising Librarian Assistant would need to compete and be appointed to a Librarian I position and then gain two years of experience before they would be eligible to compete for a Librarian II position and manage a medium-sized branch. Many current Supervising Librarian Assistants have the skillset and experience to be strong candidates for managing a medium-sized branch but are denied that opportunity without the requirement of first becoming a librarian. This restriction is unnecessarily limiting the Library from developing internal candidates, a key foundation of the Civil Service, as well as recruiting externally.

- 4) Create two new professional level classifications, Librarian and Coordinating Librarian to replace the current Library I and Library III classifications and create specifications to define the day-to-day responsibilities of this new classification.

In the proposed structure, the Librarian Career Series will be phased out through attrition and replaced with the Librarian and Coordinating Librarian. Currently, there are not enough distinguishing characteristics and duties to justify three levels of professional librarians. Librarians and Coordinating Librarians will provide professional level expertise participate in the Library's overall strategic direction. Key duties include developing and implementing programs, services and development of the Library's physical and electronic collections.

If these proposed changes are approved, current Librarian I's will have their classification changed to Librarians and will continue performing the same duties as their current Library I classification. To ensure current Librarian II's are not adversely affected current incumbents will remain in that classification until a vacancy exists at which time it will be replaced with the newly created Librarian classification.

The Coordinating Librarian will continue to do many of the same duties as the current Librarian III classification. Coordinating Librarians have system-wide responsibility for a major library program or service, such as management of the Library's physical and electronic collections, adult services, youth services, audio-visual, or support services. Librarians have day-to-day level responsibility for programs and services at their respective branches under the guidance and oversight of the Coordinating Librarian.

As the attached career ladder shows, there will be a clear promotional path for both paraprofessional and professional-level staff members. The proposed changes reflect the need to adapt to changing environments in today's libraries while preserving the importance of professional library experience that contributes to the overall strategy of a 21st century library system.

OTHER AGENCY INVOLVEMENT:

The Library has been involved in development of this specification and concurs with the specification as proposed. The County Administrative Office has reviewed and commented on the proposed specifications and is in agreement with the new organizational alignment. The Employee Association (SLOCEA) has met with the Library Director and reviewed the proposed changes.

Attachments:

- New Librarian Specification
- New Coordinating Librarian Specification
- New Senior Library Associate Specification
- New Library Branch Manager Specification
- Career Ladder
- Change Matrix

HUMAN RESOURCES DEPARTMENT

San Luis Obispo County

LIBRARY ASSOCIATE I-II-III

DEFINITION:

Under supervision, performs a variety of circulation or support services duties and perform other related work assigned.

REPRESENTATIVE DUTIES (Not in order of importance):

- Assist customers over the phone and in person;
- Answer simple reference questions;
- Promote programs to customers;
- Circulate library materials using Integrated Library System (ILS);
- Register customers for library cards using ILS;
- Troubleshoot customer issues (fines, fees, behavioral issues);
- Interpret and explain library policies and procedures;
- Resolve and / or report customer complaints;
- Check in / check out library materials; process fines and fees;
- Check in and process courier shipments;
- Process magazines and newspapers;
- Create promotional materials;
- Reconcile cash drawer;
- Troubleshoot public use equipment;
- Suggest database and other online resources;
- Download eBooks using electronic software;
- Assists with programming and outreach;
- Shelve, clean, and mend books;
- Assist with meeting room reservations;
- Train staff as needed;
- Does other related work as assigned.

DISTINGUISHING CHARACTERISTICS:

Library Associate I: This is the entry level of the Library Associate series. Incumbents, under close supervision are expected to perform a variety of circulation and support services tasks; basic understanding of learning departmental organization, regulations, policies and procedures and performance expectations; operate a variety of office equipment including specialized computer systems.

Library Associate II: Incumbents, under supervision, are expected to perform all of the above; plus: Work with more independence, demonstrate increasing levels of job knowledge and

responsibility; assume responsibility for complex or technical functions; exercise initiative and independent judgment in regards to regulations, policies and procedures.

Library Associate III: Incumbents, under general supervision, are expected to perform all of the above; plus: Perform the more difficult, complex and technical work; demonstrate proficiency in all aspects of the unit assignment; use independent decision making skills to analyze and resolve non-routine problems; to perform assignments without specific instructions or direct supervision; interview and select library volunteers assignments may require performing lead worker responsibilities and/or training functions; may direct a small to medium-sized branch library, or other work group, during the temporary absence of supervisory staff.

EMPLOYMENT STANDARDS:

Knowledge of:

- Library procedures and services;
- Standard library methodology used in routine circulation;
- Basic computer literacy;
- Simple reference functions;
- Customer service practices;
- Basic oral and written communications skills;
- Basic math;
- Basic keyboard techniques;
- Departmental organization;
- Regulations, policies and procedures;
- Functions of specialized computer systems;
- Customer service practices.

Ability to:

- Maintain a calm, professional demeanor;
- Communicate effectively with others from diverse socioeconomic and cultural backgrounds;
- Communicate verbally and in writing in a clear and professional manner;
- Maintain accurate records;
- Grasp new concepts and learn new tasks quickly;
- Make basic mathematic calculations;
- Make decisions regarding basic procedural matters without immediate supervision;
- Understand complex rules and regulations and apply them in situations including those requiring confidentiality
- Prepare displays and exhibits;
- Establish and maintain effective working relationships;
- Establish and maintain files and records;
- Work independently with minimal supervision;

- Recognize priorities and act with initiative; interpret and apply laws, rules, and written instructions in specific situations;
- Use independent decision making skills to analyze and resolve non-routine problems;
- Lift up to 25 pounds;
- Reach, bend and stoop;
- Participate in training new staff.

EDUCATION AND EXPERIENCE:

Library Associate I: Graduation from high school or possession of a G.E.D. certificate at the time of employment.

Library Associate II: Graduation from high school or possession of a G.E.D. certificate at the time of employment AND six months of experience performing duties comparable to a library page, administrative assistant, or a customer service / retail representative. Possession of a Certificate of Proficiency in library studies from an accredited institution may be substituted for up to six months of the library experience.

Library Associate III: Graduation from high school or possession of a G.E.D. certificate at the time of employment AND one year of experience performing duties comparable to a library page, administrative assistant, or a customer service / retail representative. Possession of a Certificate of Proficiency in library studies from an accredited institution may be substituted for up to six months of the library experience.

LICENSES AND CERTIFICATES:

A valid driver's license is required at the time of application. A valid CALIFORNIA driver license is required at the time of appointment and must be maintained throughout employment.

OTHER CONDITIONS OF EMPLOYMENT:

Some positions may require incumbents to work evenings and weekends.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential duties of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. This information will also be made available for review at the time of any recruitment for that position and at such other times as reasonably required.

HUMAN RESOURCES DEPARTMENT
San Luis Obispo County

LIBRARIAN

DEFINITION:

Under general supervision performs a variety of professional library work; may supervise and/or train other non-professional staff and volunteers and may assist with training of professional staff; and do other related work assigned.

REPRESENTATIVE DUTIES (Not in order of importance):

- Locates and identifies requested material and bibliographical information;
- Organizes and maintains information files, and bibliographies;
- Explains arrangements and resources of the library and assists patrons in their use;
- Provides individual reading guidance and book selection;
- Process interlibrary loans;
- Coordinates book discussion groups;
- Plans, promotes and presents story times and other library programming;
- May assist in book selection for the library;
- May assist with weeding the collections;
- May perform public relations activities in the library and in the community;
- Prepares various materials and documents including reports, surveys, manuals, etc.;
- Attends and participates in professional group meetings and trainings;
- Performs on-line searches using internet resources and databases;
- Performs circulation desk duties as necessary.

EMPLOYMENT STANDARDS:

Knowledge of:

- The principles, purposes, and practices of professional library work;
- Current library trends, technology and systems;
- Standard reference materials;
- Any online resources.

Ability to:

- Apply professional knowledge to practical problems on the job;
- Manage projects;
- Work with an automated circulation system;
- Utilize electronic tools for reference;
- Establish and maintain effective relationships with library users, community partners, and fellow employees;
- Respond to and resolve difficult and sensitive patron inquiries and complaints;
- Conduct group programming;
- Communicate clearly and concisely, both orally and in writing;
- Plan, direct, and evaluate the work of staff as assigned.

EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a degree. In addition, a Master's in Library Science degree (MLS) from a school accredited by the American Library Association. (Professional or paraprofessional library experience at a level equivalent to Senior Library Associate or above may be substituted for the required education on a year-for-year basis.)

LICENSES AND CERTIFICATES:

A valid driver's license is required at the time of application. A valid CALIFORNIA driver license is required at the time of appointment and must be maintained throughout employment.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential duties of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. This information will also be made available for review at the time of any recruitment for that position and at such other times as reasonably required.

HUMAN RESOURCES DEPARTMENT
San Luis Obispo County

COORDINATING LIBRARIAN

DEFINITION:

Under direction, has system-wide responsibilities in areas such as adult services, youth services, digital services and collection development. Performs professional specialty based library work in planning, organizing and implementing programs on a systemwide basis; trains staff in specialty area; aids in providing administrative support in budgeting, planning, and personnel work; and does other related work as required.

REPRESENTATIVE DUTIES (Not in order of importance):

- Locates and identifies requested material and bibliographical information;
- Organizes and maintains information files and bibliographies;
- Provides reference and readers' advisory guidance;
- Assists patrons with using online catalogue and other electronic tools and resources;
- Assists and instructs patrons in using library services equipment and facilities;
- Plans, organizes and supervises targeted outreach;
- Assist in materials selection for the library;
- Identifies trends within the community;
- Coordinates and reviews content for webpage and newsletter;
- Identifies and pursues grant and other funding opportunities;
- Performs public relations activities in the library and in the community;
- Participates in the development of operating policies and procedures;
- Prepares various materials and documents including reports, surveys, manuals, etc.;
- Attends, participates and reports in professional meetings;
- Trains staff in functions of specialty area;
- Performs on service desks as needed.

EMPLOYMENT STANDARDS:

Knowledge of:

- The principles, purposes, and practices of professional library work;
- Current library methods, techniques, terminology, and automated systems;
- Standard reference materials and library tools;
- Department and County Regulations, policies and procedures;
- Solid knowledge of current trends and developments in the library profession and the community;
- Principles of supervision.

Ability to:

- Apply professional knowledge to practical problems;
- Work with an automated circulation system;

- Write grants;
- Initiate, organize and follow through on programs, services and projects;
- Utilize electronic tools for reference;
- Establish and maintain effective relationships with library users and fellow employees;
- Respond to and resolve difficult and sensitive patron inquiries and complaints;
- Work both independently and collaboratively
- Communicate clearly and concisely, both orally and in writing;
- Plan and direct work of staff as assigned.

EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a degree. In addition, a Master's in Library Science degree (MLS) from a school accredited by the American Library Association; AND three years of experience equivalent to a Librarian or higher.

LICENSES AND CERTIFICATES:

A valid driver's license is required at the time of application. A valid CALIFORNIA driver license is required at the time of appointment and must be maintained throughout employment.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential duties of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. This information will also be made available for review at the time of any recruitment for that position and at such other times as reasonably required.

HUMAN RESOURCES DEPARTMENT

San Luis Obispo County

SENIOR LIBRARY ASSOCIATE

DEFINITION:

Under general supervision, may be in charge of a functional unit of the library supervising clerical staff or operating a small branch library and does other related work as required.

REPRESENTATIVE DUTIES:

- Assist customers over the phone and in person;
- Answer general reference questions;
- Promote programs to customers;
- Circulate library materials using Integrated Library System (ILS) software;
- Register customers for library cards using ILS software;
- Troubleshoot customer circulation issues such as fines, list items, overdue items;
- Interpret, explain and enforce library policies and procedures;
- Resolve and / or report customer complaints;
- Check in / check out library materials;
- Process fines and fees;
- Check in and process courier shipments;
- Process library materials;
- Create promotional materials;
- Reconcile cash drawer;
- Troubleshoot public use equipment;
- Suggest database and other online resources;
- Download eBooks;
- Monitor and report facility maintenance issues and safety concerns;
- Interview, select and oversee library volunteers;
- Assist with meeting room reservations;
- Train staff as needed;
- Do other related work as assigned;
- Attend staff and management meetings as applicable;
- May work with Friends of the Library groups;
- May supervise subordinate staff and/or volunteers;
- Approve subordinate timecards;
- Prepare staff schedules;
- Prepare incident reports;
- Collect and maintain statistics;
- May act as building supervisor in branch manager's absence;
- Performs annual staff evaluations;

- May supervise staff in a functional area such as circulation activities or technical processing;
- May operate a small branch library.

EMPLOYMENT STANDARDS:

Knowledge of:

- Appropriate desk and telephone etiquette;
- Basic oral and written communications skills;
- Basic math;
- Basic cash handling;
- Basic keyboard techniques;
- Dewey and alphabetical filing systems;
- Departmental organization;
- The functions of specialized computer systems;
- Complex or technical functions, laws, rules, regulations, policies and procedures relating to assigned unit;
- Library procedures and services;
- General reference functions;
- Scheduling;
- Civil Service Rules;
- Principles of supervision.

Ability to:

- Follow oral and written instructions;
- Deal with the public and staff tactfully and courteously;
- Establish and maintain effective working relationships;
- Maintain a calm, professional demeanor;
- Communicate effectively with others from diverse socioeconomic and cultural backgrounds; communicate verbally and in writing in a clear and professional manner;
- Maintain accurate records;
- Grasp new concepts and learn new tasks quickly;
- Make basic mathematic calculations, properly utilize office equipment; make decisions regarding basic procedural matters without immediate supervision;
- Understand complex rules and regulations and apply them in situations including those requiring the highest standards of confidentiality;
- Prioritize multiple assignments to meet deadlines;
- Work independently with minimal supervision;
- Recognize priorities and act with initiative;
- Interpret and apply laws, rules, and written instructions in specific situations;
- Keep complex records and/or statistics;
- Analyze and make procedures;

- Use independent decision making skills to analyze and resolve non-routine problems;
- Prepare displays and exhibits;
- Conduct meetings;
- Establish and maintain effective working relationships with Friends of the Library and other community groups;
- Establish and maintain files and records;
- Prepare reports;
- Supervise, train, and evaluate subordinate staff and / or volunteers.

EDUCATION AND EXPERIENCE:

Possession of a Certificate of Proficiency in library studies from an accredited institution and one year of full-time library para-professional experience; OR The equivalent of three years of progressively responsible full-time library para-professional experience.

LICENSES AND CERTIFICATION:

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OTHER CONDITIONS OF EMPLOYMENT:

Some positions may require incumbents to work evenings and weekends.

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HUMAN RESOURCES DEPARTMENT
San Luis Obispo County

LIBRARY BRANCH MANAGER

DEFINITION:

Perform a variety of library work in planning, organizing and implementing programs in an assigned medium size branch library and do other related work as required.

REPRESENTATIVE DUTIES:

- Locates and identifies requested material and bibliographical information;
- Organizes and maintains information files, and bibliographies;
- Explains arrangements and resources of the library and assists patrons in their use;
- Provides individual reading guidance and book selection;
- Provides library tours;
- Process interlibrary loans;
- Coordinates book discussion groups;
- Plans, promotes and presents story times and programming;
- May assist in book selection for the library;
- May assist with weeding the collections;
- May perform public relations activities in the library and in the community;
- Prepares various materials and documents including reports, surveys, manuals, etc.;
- Attends and participates in professional group meetings and trainings;
- Performs on-line searches using internet resources and databases;
- Performs circulation desk duties as necessary;
- Supervises and evaluates the performance of assigned staff;
- Interviews and selects employees;
- Recommends appointments, transfers, reassignments, terminations, and disciplinary actions;
- Assigns employee duties and reviews work to ensure accuracy, completeness;
- Establish and maintain effective working relationships with Friends of the Library and other community partners and compliance with established standards, requirements, and procedures.

EMPLOYMENT STANDARDS:

Knowledge of:

- The principles, purposes, and practices of professional library work;
- Current library trends, technology and systems;
- Standard reference materials and online resources;
- Knowledge of departmental organization;
- Laws, rules, regulations, policies and procedures relating to assigned unit;
- Library procedures and services;
- Scheduling;
- Civil Service Rules;
- Principles of supervision.

Ability to:

- Apply professional knowledge to practical problems;
- Manage projects; work with an automated circulation system;
- Utilize electronic tools for reference; establish and maintain effective relationships with library users, community partners, and fellow employees;
- Respond to and resolve difficult and sensitive patron inquiries and complaints;
- Conduct group programming; communicate clearly and concisely, both orally and in writing;
- Plan, direct, and evaluate the work of staff as assigned;
- Work with automated circulation system.

EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a degree AND two years library experience. (Professional or paraprofessional library experience at a level may be substituted for the required education on a year-for-year basis.)

LICENSES AND CERTIFICATES:

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This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential duties of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. This information will also be made available for review at the time of any recruitment for that position and at such other times as reasonably required.

Current Structure	Proposed Structure	Primary Duties	Summary and Rationale of Changes
Administrative Assistant • Library Assistant • Supervising Library Assistant	Library Associate I Library Associate II Library Associate III Senior Library Associate	<p>Medium and Large Branch</p> <ul style="list-style-type: none"> • Circulation responsibilities • Customer service responsibilities • Processing of library materials <p>Small Branch</p> <ul style="list-style-type: none"> • Oversight of branch operations and activities • Collaborate with outside groups, specifically Friends of the Library • Responsible for development and execution of branch programming • Responsible for collection maintenance • Reference responsibilities <p>Medium and Large Branch</p> <ul style="list-style-type: none"> • Supervises Library Associate • Oversight of building in the absence of the Branch Manager • Responsible for circulation 	<ul style="list-style-type: none"> • Current Administrative Assistant specs do not accurately describe current responsibilities • Seeking clerical candidates with some library experience, believe if classification is library related will better attract qualified pool of candidates
Does not currently exist	Library Branch Manager	<p>Medium Branch</p> <ul style="list-style-type: none"> • Oversight of branch operations and activities • Collaborate with outside groups, specifically Friends of the Library • Responsible for development and execution of branch programming • Supervises Senior Library Associate • Fields general reference inquiries • Responsible for collection maintenance 	<ul style="list-style-type: none"> • Classifying it as Library Branch Manager will encourage librarians who desire to gain supervisor skills to seek the position • Better for recruitment • Offers further career opportunities for those lacking MLIS
Librarian III	Coordinating Librarian	<ul style="list-style-type: none"> • Systemwide responsibility for Library's physical and electronic collections, media, youth and adult programming 	<ul style="list-style-type: none"> • Similar in specifications to current Librarian III position
Librarian I	Librarian	<p>Large Branch</p> <ul style="list-style-type: none"> • Responsible for more complex reference questions • Assist with media, youth and adult programming 	<ul style="list-style-type: none"> • Would effectively combine current Librarian I and II positions
Librarian II	Phase out classification through attrition and fill at Librarian level		<ul style="list-style-type: none"> • Number of distinguishing characteristics do not warrant three levels of librarian classifications • Historically promotions based on time in service not merit or taking on additional responsibilities