

Civil Service Commission

1055 MONTEREY STREET, SUITE D250 ♦ SAN LUIS OBISPO, CALIFORNIA 93408 ♦ 805.781.5959

**San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday November 28, 2012 @ 9:00 AM.
1055 Monterey Street, Suite D-271 San Luis Obispo, CA**



AGENDA

MEMBERS OF THE COMMISSION

Jeannie Nix, President
Jay Salter, Vice President
William Tappan
Robert Bergman
Arthur Chapman

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 minutes are submitted for approval:
 - a. October 24, 2012 – Regular
4. **Reports**
 - a. Commission President
 - b. Commission Counsel
 - c. Commission Outside Counsel
 1. Training Outline Presentation
 - d. Commission Subcommittees
 - e. Commission Secretary
 1. Disbandment of the Ad Hoc Work Group Committee (Action)
5. **Job Class Specifications – Revision**
 - a. Administrative Services Manager
 - b. Assessment Manager
 - c. Social Worker
6. **Job Class Specifications – New**
 - a. Lead Health Education Specialist
7. **Adjournment**

Civil Service Commission

The San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday October 24, 2012 @ 9:00 A.M.
1055 Monterey Street, Suite D-271, San Luis Obispo, CA



MEMBERS OF THE COMMISSION
Jeannie Nix, President
Jay Salter, Vice President
William Tappan
Robert Bergman
Arthur Chapman

MINUTES

Present: President Jeannie Nix, Vice President Jay Salter, Commissioner Art Chapman, Commissioner Robert Bergman, Commissioner Bill Tappan

Staff: Commission Secretary Tami Douglas-Schatz; Commission Clerk Robin Mason

Counsel: Nina Negranti, Commission Counsel; Steve Simas, Commission Outside Counsel

1. Call to Order/ Flag Salute/ Roll Call

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

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. Being none, President Nix closed the Public Comment Period.

3. Minutes

September 26, 2012

A motion was made by Commissioner Chapman and seconded by Vice President Salter to approve the September 26, 2012 regular meeting minutes as presented; the motion carried 5-0-0.

4. Reports

a. Commission President

President Nix requested the Regular Monthly Meeting be rescheduled from November 14th to November 28th. Commissioner Bergman made a motion to reschedule the regular November meeting; Commissioner Tappan seconded; the motion carried 4-0-1 (Vice President Salter opposed the motion to reschedule the regular meeting – he will be out of town that day).

b. Commission Counsel

Nina Negranti introduced herself and informed the Commission that she will back up Commission Counsel Tim McNulty, as needed.

c. Commission Subcommittees

Commissioner Tappan discussed the timing of disbanding the Working Group, whose work has been completed, with President Nix and HR Director Tami Douglas-Schatz. Ms. Negranti recommended keeping the committee intact until the final action is taken. President Nix stated the Subcommittees Report will be deferred until after the Secretary's Report.

Civil Service Commission

d. **Commission Secretary**

Tami Douglas-Schatz:

DRAFT Annual Report (included in agenda packet)

Tami Douglas-Schatz: introduced Personnel Analyst Mark McKibben from the Human Resources Department.

Mark McKibben: presented the draft Annual Report for fiscal year 2011-2012 and answered questions.

President Nix and Commission: Made suggestions and recognized the leadership efforts of the HR Director Tami Douglas-Schatz and the HR Staff on working diligently to create an excellent and meaningful report once again this year.

Commissioner Tappan: made a motion to approve the Annual Report for FY 11-12 and directed HR Staff to forward the approved report to the Board of Supervisors.

Commissioner Bergman: seconded; the motion carried 5-0-0.

Letter to the Board of Supervisors Regarding Working Group Activities (Action)

Tami Douglas-Schatz: Presented the finalized letter to the Board of Supervisors for the Commission's discussion and approval.

Commissioner Chapman: Corrected date, should be 2013 instead of 2012.

President Nix: Opened the discussion to public comment. Being none, Ms. Nix closed the public comment period.

Commissioner Chapman: made a motion to approve the draft letter as corrected and forward to the Board of Supervisors.

Commissioner Tappan: seconded; the motion carried 5-0-0.

Training Outline

Ms. Douglas-Schatz: invited outside Counsel Steve Simas to update the Commission on the training outline.

Steve Simas: reported on status of CSC training and will get a new revised outline to Commissioner Chapman and Ms. Douglas Schatz soon.

Commissioner Chapman: Clarified with Mr. Simas that the training will take place in January of 2013.

Ms. Douglas-Schatz: Concluded her report as no hearing dates were needed.

President Nix: Discussed the timing of disbanding the Working Group Ad Hoc Subcommittee with Ms. Negranti.

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Nina Negranti: recommended waiting to disband until after the Board of Supervisors approves the letter.

Commissioner Bergman: agreed.

President Nix: Suggested adding the topic to the next meeting agenda.

5. Job Class Specifications – Revision: For Informational Purposes Only (Action)

- a. Administrative Analyst Aide
- b. Community Service Aide
- c. Employment/ Resource Specialist
- d. Social Services Investigator

President Nix: confirmed with Ms. Douglas-Schatz that the revisions to the job specifications listed were provided for informational purposes to the Commission, and no action was required.

6. Adjournment

Being no further business, President Nix adjourned the meeting at 9:37 A.M.

** 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 • Ste. D-250, San Luis Obispo, CA 93408
Telephone 805.781.5959 • Fax 805.781.1044 • Email: hr@co.slo.ca.us

November 28, 2012

To: Civil Service Commission 

From: Tami Douglas-Schatz, Human Resources Director and Civil Service Commission Secretary

Subject: Recommendation to Disband the Ad Hoc Work Group Committee

Per your Commission's direction on October 24, 2012, I submitted the attached letter to the Board of Supervisors. The letter outlined the completion of the Working Group's objectives. The Board was informed that the Working Group will likely be disbanded at the Commission's next meeting, which will occur on November 28, 2012, absent an objection. There was no objection from Supervisors Gibson or Mecham, who served as the Board's members of the Working Group.

It is recommended that your Commission disband the Ad Hoc Working Group Committee.

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Civil Service Commission

October 24, 2012

To: Honorable Board of Supervisors
From: Jeannie Nix, President, Civil Service Commission
Subject: Completion of Working Group Actions



MEMBERS OF THE COMMISSION
Jeannie Nix, President
Jay Salter, Vice President
William Tappan
Robert Bergman
Arthur Chapman

As your Board is aware, the Civil Service Commission created an Ad Hoc Committee, including President Jeannie Nix and Commissioner Bill Tappan, to participate in the Board's Working Group in August of 2011. We are pleased to report that the working group has met its objectives. We are offering this summary to finalize the activities of the Ad Hoc Committee.

The purpose of the working group, as set forth by your Board, was to discuss and improve four key items:

1. Brown Act violation and subsequent handling
2. Roles and Responsibilities and interaction between the CSC and the HR Director
3. Budget
4. Witness complaints and how hearings are conducted

After several meetings, the working group members agreed to the following resolutions, which have been approved by the Commission:

1. The Commission adopted the following summary and future action regarding Brown Act violation and subsequent handling:

One member of the Civil Service Commission violated the Brown Act by discussing closed session deliberations with a party to two appeals before the commission. The Commission requested and followed legal advice from outside counsel. The Commission affirms that any future situation that comes before the commission that carries potential liability to the County must be reported to the Human Resources Director and County Counsel for review.

2. The Commission adopted the following summary and future action regarding roles, responsibilities and interactions between the CSC and HR Director:

The working group members agreed that this item is being resolved and will continue to be resolved with the current effort underway to rebuild trust. The Civil Service Commissioners and the Human Resources Director agree that there was a breach of trust in their working relationship. Everyone has committed to working in a professional way to continue to repair the trust and have a productive relationship.

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3. The Commission adopted the following approach to handling future budget issues:

Upon being advised, the Commission agreed to consult with the HR Director prior to requesting work from outside counsel beyond findings & decisions associated with hearings.

4. The Commission took the following three actions to address witness complaints and how hearings are conducted:

- 1) *Updated the Commissions' Procedural Guidelines to allow the parties in a hearing to ask follow-up questions after the CSC completes its questioning.*
- 2) *In the future, engage in training by having new outside counsel, Steve Simas, conduct training on hearing procedures for quasi-judicial bodies. The Commission, Department Heads, County staff and interested members of the public will be invited to participate. Human Resources included funds for this training in its proposed FY 2012-13 budget. It is anticipated that this training will occur in January 2013.*
- 3) *The Commission adopted the following statement: In the event there are any future complaints from participants in a hearing process, the Human Resources Director agrees that notification and communication with the Commission will occur as soon as possible and in a manner that protects the Commission from any potential allegation or risk of non-neutrality.*



Human Resources Department

Tami Douglas-Schatz,
Director

SAN LUIS OBISPO COUNTY

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

• Telephone: 805.781.5959 • Fax: 805.781.1044 • Email: hr@co.slo.ca.us

TO: Civil Service Commission
DATE: November 28, 2012
FROM: Emily Dabner-Rutter, Personnel Analyst
SUBJECT: Revised Specification: Administrative Services Manager

RECOMMENDATION

It is recommended that the Commission approve the revised Administrative Services Manager class specification as proposed.

DISCUSSION

The Human Resources Department is proposing revisions to the minimum qualifications of the Administrative Services Manager class specification. This specification was last revised in April 2004.

The definition section of the Administrative Services Manager (ASM) specification states that incumbents, "assume substantive and significant responsibility for departmental or division administration including fiscal and budgetary, personnel, management information systems, program and/or operational activities." While fiscal and budgetary duties are an option within the various assignments for an ASM, other non-fiscal, administrative options are also contemplated. When recruiting for non-fiscal ASM positions, we have found that applicants who otherwise would compete well have been removed from the recruitment because they do not meet the minimum requirement of 6 semester or 9 quarter units of accounting.

As previously written, the Administrative Services Manager class specification stated:

EDUCATION AND EXPERIENCE: Graduation from an accredited four-year college or university with a bachelor's degree in business or public administration, accounting or a closely related field, **including 6 semester or 9 quarter units of accounting.** (Job-related, professional-level experience may substitute for the required education, **except for the required accounting units, on a year-for-year basis.**) In addition, three years of increasingly responsible professional-level experience involving work with a variety of administrative operations. One year of the required experience must have been in a supervisory position.

Where job-related, professional-level experience could be substituted for the required education, applicants were still required to have completed the required accounting units. Applicants that possessed substitutable job-related experience did not meet minimum qualifications unless they had completed the necessary accounting coursework.

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As proposed, the minimum qualifications will remain the same, but reference to the required accounting units will be removed. Applicants with relevant educational backgrounds and/or job-related experience will be considered minimally qualified for Administrative Services Manager positions with the County. For position assignments requiring specialized skills and expertise beyond the new minimum qualifications, the Human Resources Department has a variety of recruitment mechanisms by which preferred skills and experience can be included and tested, primarily through the use of subclass recruitments, supplemental questionnaires and application screening criteria to place emphasis as necessary.

As part of our ongoing Specification Update Program, various formatting changes have also been included with the proposed revisions; no other substantive changes have been made to the specification.

Attached are track changes for the aforementioned class specification. Departments with current Administrative Services Manager allocations concur with the specification as proposed.

1 **PERSONNEL HUMAN RESOURCES DEPARTMENT**

2 *San Luis Obispo County*

3
4 **ADMINISTRATIVE SERVICES MANAGER**

5
6 **DEFINITION:**

7 Under general direction, assumes substantive and significant responsibility for
8 departmental or division administration including fiscal and budgetary, personnel,
9 management information systems, program and/or operational activities;
10 coordinates, organizes and manages office and business activities and flow of
11 communications and information to assure smooth and efficient business operations;
12 supervises, trains and evaluates the performance of assigned personnel; and does
13 other related work as required.

14
15 **DISTINGUISHING CHARACTERISTICS:**

16 Incumbents of this classification are typically assigned to the largest departments in
17 size and budget to manage a major function of the overall department; or to
18 medium-size departments with complex budgets to manage an administrative
19 services division.

20
21 **REPRESENTATIVE DUTIES:**

22 (Not in order of importance)

- 23 • Performs and manages a variety of activities involved in the overall
24 administrative, budgetary and personnel management of a designated County
25 department; assists in establishing and maintaining departmental timelines
26 and priorities; assures related activities comply with established standards,
27 requirements, policies and procedures.
- 28
29 • Plans, coordinates and organizes office and business activities and flow of
30 communications and information for effective and efficient business
31 operations; assists in the development and implementation of department
32 projects, contracts, goals, objectives, services and activities; assures proper
33 and timely resolution of office, personnel and business issues, conflicts and
34 discrepancies.
- 35
36 • Supervises, trains and evaluates the performance of assigned personnel;
37 interviews and selects employees and recommends transfers, reassignments,
38 terminations and disciplinary actions; oversees the development and
39 maintenance of work performance and production standards for departmental
40 operations.
- 41
42 • Coordinates and directs the development and preparation of the annual
43 budget for the assigned department; reviews and analyzes budgetary and
44 financial data; controls and authorizes expenditures in accordance with
45 established limitations; organizes and directs fiscal operations and activities
46 to meet the needs of assigned department; coordinates fiscal and accounting
47 activities with financial and accounting-related personnel; recommends
48 adequate resource and personnel levels to meet department needs; manages
49 or serves as a liaison for automation activities.
- 50
51 • Monitors and assesses department programs, services and operations for
52 financial effectiveness and operational efficiency; provides recommendations
53 concerning the development and implementation of programs, policies and

54 procedures to enhance the financial effectiveness and operational efficiency of
55 assigned department.
56

- 57 • Provides technical information and assistance to the assigned administrator
58 concerning programs and operations, needs and issues; formulates and
59 develops policies, procedures and programs; prepares and revises
60 departmental policy and procedural manuals.
61
- 62 • Provides consultation to department staff concerning administrative activities
63 of assigned department; responds to inquiries, resolves issues and conflicts
64 and provides detailed and technical information concerning related standards,
65 requirements, policies and procedures; communicates with departments,
66 governmental agencies and others to exchange information, coordinate
67 activities and resolve issues or concerns; attends and conducts meetings;
68 prepares and delivers oral presentations concerning assigned programs and
69 functions.
70
- 71 • Maintains current knowledge of laws, codes, rules, regulations and pending
72 legislation related to department operations; provides input for proposed
73 legislation and assists in the implementation of legislative changes; provides
74 recommendations to ensure compliance with local, State and Federal
75 requirements as necessary.
76

77 **EMPLOYMENT STANDARDS:**

78
79 **Knowledge of:**

- 80 • Principles, practices, and techniques involved in the administrative, budgetary
81 and personnel management activities of a designated County department
- 82 • Principles of governmental accounting, financing and budgeting
- 83 • Automation applications and operations
- 84 • Basic contract preparation, negotiating and administration
- 85 • Applicable laws, codes, regulations, policies and procedures
- 86 • Research, analysis and evaluation techniques
- 87 • Budget preparation and control
- 88 • Operation of a variety of office equipment including a computer and assigned
89 software
- 90 • Effective oral and written communication and interpersonal skills

91
92 **Ability to:**

- 93 • [Support and follow departmental policies, goals, guiding principles, and](#)
94 [Mission – Vision – Values Statement](#)
- 95 • Perform a variety of activities involved in the overall administrative,
96 budgetary and personnel management activities of a designated County
97 department
- 98 • Coordinate and organize office and business activities and flow of
99 communications and information to ensure effective and efficient outcomes
- 100 • Supervise, train and evaluate the performance of assigned staff
- 101 • Recommend adequate resource and personnel levels to meet department
102 needs
- 103 • Evaluate administrative management problems and present appropriate
104 corrective alternatives, solutions and recommendations
- 105 • Interpret, apply and explain laws, codes, rules, regulations, policies and
106 procedures

- Establish and maintain, effective working relationships with others
- Operate a computer and assigned office equipment
- Plan and organize own work and work of others
- Develop and maintain positive working relationships; communicate and work effectively with others
- Foster a spirit of teamwork and support when interacting with staff and others
- Maintain a safe and orderly work area

EDUCATION AND EXPERIENCE: Graduation from an accredited four-year college or university with a bachelor's degree in business or public administration, accounting or a closely related field, ~~including 6 semester or 9 quarter units of accounting.~~ (Job-related, professional-level experience may substitute for the required education, ~~except for the required accounting units,~~ on a year-for-year basis.) In addition, three years of increasingly responsible professional-level experience involving work with a variety of administrative operations. One year of the required experience must have been in a supervisory position.

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

~~WORKING CONDITIONS:~~

~~Environment:~~

~~Office environment~~

~~Physical Demands:~~

~~Hearing and speaking to exchange information Dexterity of hands and fingers to operate a computer keyboard Seeing to read a variety of materials Sitting for extended periods of time~~

SPECIAL SUBCLASS RECRUITMENT:

Recruitment for Administrative Services Manager positions may be conducted according to the department in which a vacancy exists and the special requirements for each position.

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.

AAAdopted: 4-28-
04

BOS Approved: 6-22-04

Revised: 11-28-

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Human Resources Department

SAN LUIS OBISPO COUNTY

Tami Douglas-Schatz,
Director

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

• Telephone: 805.781.5959 • Fax: 805.781.1044 • Email: hr@co.slo.ca.us

TO: Civil Service Commission

DATE: November 28, 2012

FROM: Emily Dabner-Rutter, Personnel Analyst

SUBJECT: Revised Specification: Assessment Manager

RECOMMENDATION

It is recommended that the Commission approve the revised Assessment Manager class specification as proposed.

DISCUSSION

At the request of the Assessor's Office, the Human Resources Department is proposing revisions to the Assessment Manager class specification. This specification was last revised in April 2006.

The Assessor's Office is comprised of five divisions, each assigned to an Assessment Manager. Within each division are assigned sections, all of which were initially intended to have supervisory classifications reporting directly to their respective Assessment Managers. However, since 2006, various workforce changes (attrition, retirements, budget restrictions, etc.) have created significant classification gaps within the Department's organizational structure, and more specifically, have created gaps in the supervisory level. Currently, not all sections have supervisory positions, as was originally implied by the minimum qualifications of the Assessment Manager class specification.

As previously written, the minimum qualifications required applicants to have "three years of increasingly complex experience performing assessment duties, two years of which must be in a supervisory position." The Department has acknowledged the need to offer alternative options for applicants whose relevant experience would otherwise meet the requirements for the Assessment Manager position.

As proposed, there are now three ways in which applicants can meet the experience requirements:

EITHER A: *Three years experience performing the most complex assessment duties, of which at least two years are in a supervisory position. **OR B:** Five years of experience performing the most complex assessment duties; up to two years of supervisory experience in any field can be substituted for the required experience on a year for year basis. **OR C:** Seven years of increasingly complex experience performing assessment duties, five years of which must be at the most complex level.*

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The proposed revisions take into consideration the relevancy of experience performing the most complex assessment duties as it pertains to the knowledge, skills and abilities required as an Assessment Manager. Additionally, the proposed revisions allow for greater flexibility in substituting supervisory experience in any field, an option that was not previously included in the specification. The substitution caveat and alternative options proposed allow for a broader range of experience to be applied towards meeting the minimum qualifications for this classification.

As part of our ongoing Specification Update Program, various formatting changes have been included with the proposed revisions; no other substantive changes have been made to the specification. Please note that the educational requirements set forth in the minimum qualifications section will remain the same, no changes have been made at this time.

Attached are track changes for the aforementioned class specification, an organizational chart of the Assessor's Office is also attached.

The department has been involved in the development of this class specification and concurs with the specification as proposed.

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2 **HUMAN RESOURCES DEPARTMENT**

3 San Luis Obispo County

4
5 **ASSESSMENT MANAGER - ASSESSOR**

6
7 **DEFINITION:**

8 Under direction, plans, organizes, controls, and directs the operations and activities
9 of assigned division within the Assessor's Office; carries out the administrative and
10 technical provisions of the Revenue and Taxation Codes and related State and
11 County regulations; coordinates and directs processes, communications, resources,
12 and personnel to meet County needs and assure effective, efficient, and timely
13 assessment roll activities; supervises and evaluates the performance of assigned
14 personnel; and does other related work as required.

15
16 **REPRESENTATIVE DUTIES:**

17 (Not in order of importance)

- 18
- 19 • Plans, organizes and directs the operations and activities of assigned division
20 of the Assessor's Office; assures that property assessment programs,
21 projects, and activities comply with established property taxation laws,
22 codes, ordinances, regulations, policies, and procedures.
 - 23
 - 24 • Supervises and evaluates the performance of assigned personnel; interviews
25 and selects employees; recommends transfers, promotions, reassignments,
26 terminations, and disciplinary actions; coordinates subordinate work
27 assignments and reviews work to assure compliance with established
28 standards, requirements, and procedures; oversees the development and
29 implementation of training functions.
 - 30
 - 31 • Establishes and maintains assessment roll processing timelines and priorities
32 as assigned; estimates time, personnel, and resource requirements for
33 assessment processes, operations, and activities; monitors progress of
34 assessment workload and modifies activities to meet established objectives
35 and timelines as appropriate; reviews completed projects to assure proper
36 quality control.
 - 37
 - 38 • Monitors and evaluates division activities for effectiveness and operational
39 efficiency; responds to staff and public input concerning division and
40 functional needs and issues; assists in the development and implementation
41 of new revenue and taxation laws, programs, policies and procedures to
42 enhance effectiveness and operational efficiency of assessment processing
43 and activities.
 - 44
 - 45 • Provides informational materials to Department and other County personnel,
46 outside agencies, contractors, realtors, lawyers, title companies, and the
47 public concerning division operations and activities; responds to inquiries,
48 provides detailed and technical information concerning related laws, codes,

- 49 ordinances, regulations, policies, and procedures.
50
51 • Directs and participates in the preparation and maintenance of a variety of
52 narrative and statistical reports, records, and files related to assessment
53 programs, financial activity, compliance, personnel, and assigned duties.
54
55 • Participates in the development and preparation of the annual department
56 budget; analyzes and reviews budgetary and financial data; controls and
57 authorizes expenditures in accordance with established limitations;
58 participates with other Department managers in establishing and
59 implementing Department programs, policies, procedures, goals and
60 objectives.
61
62 • Directs the resolution of assessment reviews and issues related to property
63 tax regulation; represents the County Assessor before the Assessment
64 Appeals Boards; represents the Department at various groups, boards,
65 commissions, and other functions as directed.
66
67 • Participates in and supervises the design, development and implementation
68 of computer and other automated systems to enhance the efficiency of
69 departmental activities as required.
70

71 **EMPLOYMENT STANDARDS:**

72 **Knowledge of:**

- 73 • Management of operations and activities of assigned division
74
75 • Revenue and Taxation Code, legislation, guidelines, and regulations related
76 to the assessment of property for ad valorem tax purposes
77
78 • Policies, practices, procedures, standards, and techniques involved in
79 assuring County compliance with established assessment practices and legal
80 mandates
81
82 • Budget preparation and control
83
84 • Principles and practices of administration, supervision, and training
85
86 • Effective oral and written communication skills
87
88 • Personal computer and mainframe computer applications related to the
89 valuation of real and personal property
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91 • Proficient public relations techniques
92
93 • Perform mathematical calculations
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95 • Leadership and motivational techniques
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Ability to:

- Support and follow departmental policies, goals, guiding principles, and Mission – Vision – Values Statement
- Plan, organize and direct the operations and activities of assigned division of the Assessor’s Office
- Coordinate and direct communications, information, and personnel to meet County needs and assure effective and efficient division activities
- Supervise, train, and evaluate the performance of assigned personnel
- Interpret, apply, explain, and assure compliance with the technical and administrative provisions of property tax laws, codes, ordinances, regulations, policies, and procedures
- Collaborate and consult with others in the development and implementation of division programs, projects, polices, procedures, goals, and objectives
- Provide consultation concerning assessment practices/laws and implementation
- Oversee the investigation and assure proper and timely resolution of assessment reviews and appeals
- Communicate effectively both orally and in writing
- Establish and maintain cooperative and effective working relationships with others
- Operate a computer, assigned software and office equipment
- Prepare comprehensive narrative and statistical reports
- Perform mathematical calculations
- Develop and maintain positive working relationships; communicate and work effectively with others
- Foster a spirit of teamwork and support when interacting with staff and others
- Maintain a safe and orderly work area

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EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor's degree in property appraisal, business or public administration, finance, accounting, economics, mathematics, computer science, structural or civil engineering, architecture, geographic studies, surveying, real estate or construction management, or a closely related field. (Job-related experience in the above fields or in a State Board of Equalization, or in a County Assessor's, Tax Collector's or Recorder's Office may substitute for the required education on a year-for-year basis.)

In addition, EITHER A: ~~Three years increasingly complex~~ experience performing the most complex assessment duties, of which including at least two years are in a supervisory position. OR B: Five years of experience performing the most complex assessment duties; up to two years of supervisory experience in any field can be substituted for the required experience on a year for year basis. OR C: Seven years of increasingly complex experience performing assessment duties, five years of which must be at the most complex level.

LICENSES/CERTIFICATES:

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 and must be maintained throughout employment.

Possession of a valid Permanent Appraiser Certificate from the State Board of Equalization may be required within one year of employment and must be maintained throughout employment. This is in accordance with California Revenue and Taxation Code Property Tax Rules and the California State Board of Equalization Guidelines.

Additional certification may be required depending on assignment as necessitated by State law.

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 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 Personnel Department at (805) 781-5959.

CSC

Approved/Adopted: 04-27-2006

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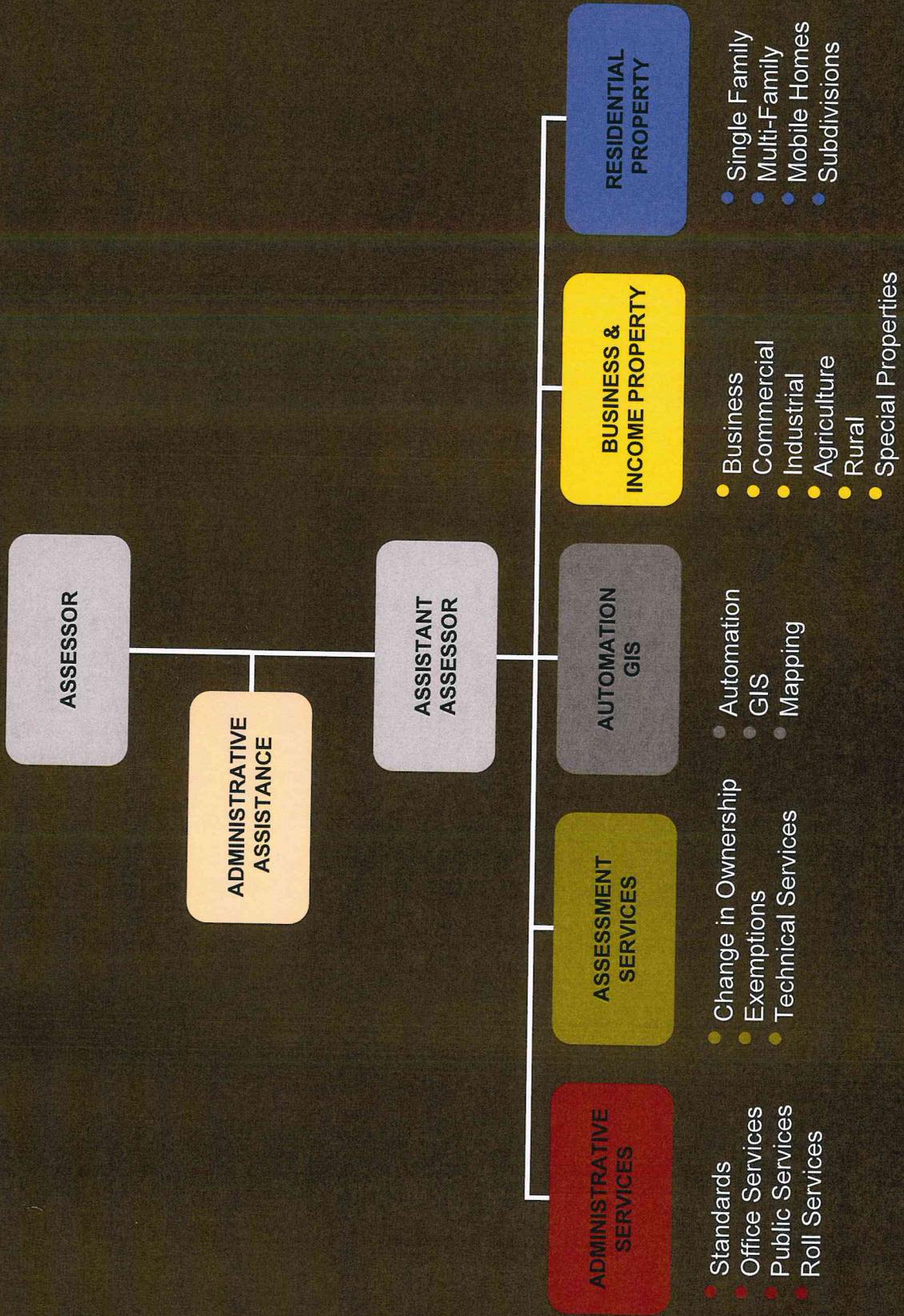
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Revised: 11-28-

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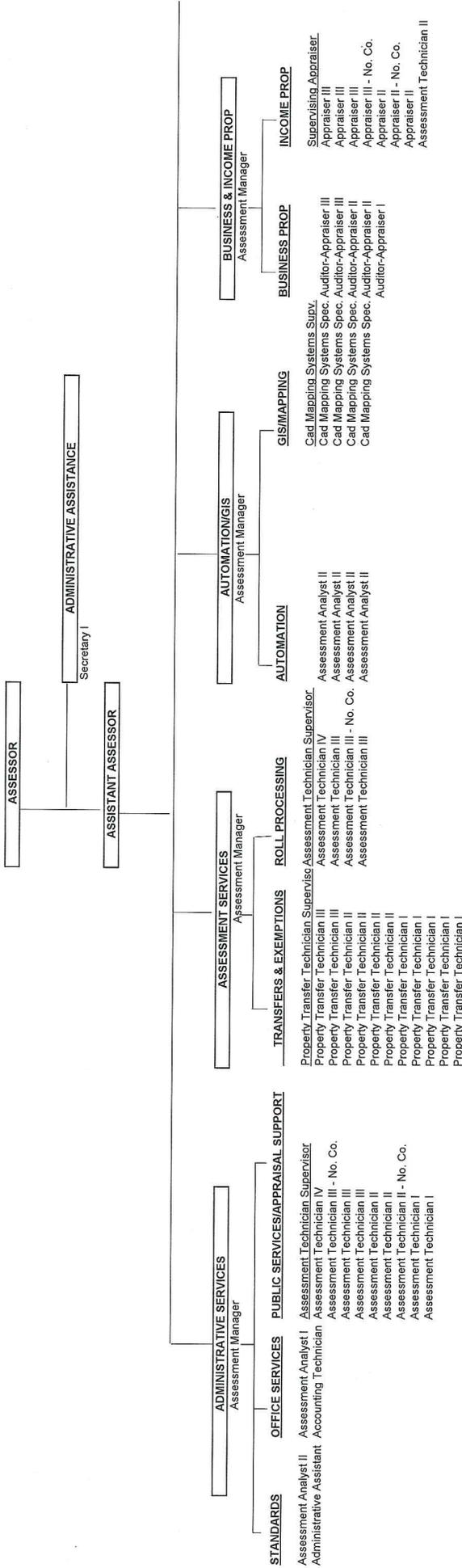
ORGANIZATION OF THE SAN LUIS OBISPO COUNTY ASSESSOR'S OFFICE



5b-8

ASSESSOR'S OFFICE ORGANIZATIONAL CHART

Fiscal Year 2012-2013



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Human Resources Department

Tami Douglas-Schatz,
Director

SAN LUIS OBISPO COUNTY

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

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TO: Civil Service Commission

DATE: November 28, 2012

FROM: Emily Dabner-Rutter, Personnel Analyst

SUBJECT: Revised Specification: Social Worker I, II, III, IV

RECOMMENDATION

It is recommended that the Commission approve the revised Social Worker I, II, III, IV class specification as proposed.

DISCUSSION

At the request of the Department of Social Services, the Human Resources Department is proposing revisions to the Social Worker I, II, III, IV class specification. This class specification was last revised in July 2002.

Over the past several years, the complexity of duties performed by Social Workers and the knowledge required to perform those duties has increased due to an elevated demand for social services in a continually changing, diverse and complex client population. The Department has observed that employees with a Bachelor's degree or higher, come equipped with the level of knowledge and critical thinking skills required to meet the complex demands of the Social Worker classification. In revising the class specification, an analysis of education requirements was performed to determine the appropriate minimum requirements of education for the Social Worker series. As previously written, Social Worker I applicants needed to have 30 semester units (or equivalent quarter units) in social welfare, sociology, social/human service or other behavioral science in addition to graduation from college or one year of job related experience in a social services setting. Applicants who possess a Bachelor's degree in Social Work or a closely related Social Science are more adequately prepared with the foundational knowledge, skills, and abilities to be minimally qualified for a Social Worker I position with the County. Minimally qualifying applicants based on their possession of a Bachelor's degree in a related Social Science ensures that applicants have a fundamental understanding of the field of social services upon hire at the entry-level. Recruitment activity over the past several years illustrates that entry-level Social Worker I applicants possess a much higher level of educational attainment than the current minimum, and many possess a Master's degree in Social Work. As proposed, applicants at the entry-level Social Worker I classification will be required to have either a Bachelor's degree in Social Work, Psychology, Sociology, or a closely related Social Science and one year of job related experience in a public social services agency. Additionally, the minimum qualifications for the Social Worker II, III, and IV classifications have also been adjusted accordingly to reflect the changes to Social Worker I educational requirements.

The distinguishing characteristics, representative duties, and employment standards sections have also been revised to provide greater detail using more contemporary terminology that is consistent with the field of social services today. The proposed revisions offer a more comprehensive list of representative duties and job functions. Additionally, and as part of our ongoing Specification Update Program, various formatting changes have also been included with the proposed revisions.

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There are a total of 69.75 FTE Social Worker positions allocated to the Department of Social Services, 2.25 FTE allocated to the Health Agency, and 2.0 FTE allocated to the District Attorney's Office. Organizational charts for these departments are attached along with the track changes for the class specification. The above listed departments have been involved in the development of this specification and concur with the specification as proposed. SLOCEA has reviewed and agrees with the proposed specifications.

1
2 PERSONNEL DEPARTMENT HUMAN RESOURCES DEPARTMENT
3 SAN LUIS OBISPO COUNTY

4
5 **SOCIAL WORKER I, II, III, IV**

6
7 **DEFINITION:**

8
9 Classes in this series determine the need for social services; ~~approve and, and authorize the~~
10 ~~provision of and in some cases,~~ directly provide social services to ~~applicants, clients and~~
11 ~~other~~ persons eligible for public services or vocational assistance services; and ~~do perform~~
12 other related work as required.

13
14 As appropriate, Social Worker positions are allocated to county departments other than the
15 Department of Social Services.

16
17
18 **DISTINGUISHING CHARACTERISTICS:**

19
20 ~~Incumbents may be allocated at any of the four levels within the Social Worker job~~
21 ~~classification series based on assignments. Factors that affect allocation of classification~~
22 ~~levels include difficulty of cases assigned and the specific distinguishing characteristics as~~
23 ~~set forth below. Incumbents may be promoted based upon demonstrated progressively~~
24 ~~responsible job assignments, performance, degree of supervision received and minimum~~
25 ~~qualifications. Typically the Social Worker IV level incumbents have considerable latitude~~
26 ~~for independent judgment and carry the most difficult work assignments.~~

27
28 Social Worker I: -This is the entry-level classposition in the series. Incumbents work under
29 close supervision in a training status and carry a limited non-complex social service
30 caseload. Incumbents are expected to while learning departmental organization, concepts
31 of social service programs, basic case study methods, and casework services, and other
32 activities such as related vocational services through the performance of the representative
33 duties described below. Normally in most cases, incumbents are expected to complete
34 California Common Core training requirements and promote to Social Worker II after
35 successful completion of twelve months of experience.

36
37 Social Worker II:- This is the first journey-person level position in the series. Incumbents
38 under general supervision, incumbents perform all functions of the Social Worker I
39 classification with more independence, demonstrating increased knowledge and proficiency,
40 carry a caseload of moderate difficulty, conduct assessments to determine extent of social
41 service or vocational needs of clients and decide on basic welfare to work plans or social
42 treatment plans for clients. May assist in training and orientation of new staff and may act
43 as lead worker in units outside of Protective Services.

44
45 Social Worker III:- This is the advanced senior journey-person level position in the series.
46 Under direction, incumbents perform all functions of the Social Worker II classification in
47 addition to demonstrating skill in working with teams using community resources.
48 Incumbents in this classification will train new social workers in day-to-day practices, are
49 responsible for select and difficult social work assignments. Cases may include specific time
50 constraints, court supervision, be of an urgent nature, involve neglected or abused clients
51 and require the specialized application of casework methods and skills in the assessment
52 and evaluation of specific social service needs and problems of a tangible nature. Social
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53 ~~Worker III=s have a lower number of cases and/or ratio of complex cases than Social~~
54 ~~Worker IV=s, as well as having a limited number of specialized assignments. May serve as~~
55 ~~a lead worker in a unit outside of Protective Services.~~

56
57 **Social Worker IV:**— This is the ~~highest~~ advanced-level position in the series. Under
58 direction, incumbents have considerable latitude for independent judgment and have
59 experience in the areas of Child Welfare, Adult Services or In-Home Supportive Services.
60 The Social Worker IV classification performs all functions of the Social Worker III
61 classification, in addition to mentoring all Social Worker classifications in aligning their
62 practice with the Department mission and goals, exhibiting leadership skills, and training
63 staff as assigned. ~~are assigned cases which may include court supervision, mandatory time~~
64 ~~constraints, be of an emergency or crisis nature, require complex treatment plans and~~
65 ~~involve abused or neglected children or adults.~~ In some instances, State laws and
66 regulations may require incumbents to possess specific graduate degrees to meet program
67 requirements. May serve as lead worker or provide training or orientation to other
68 employees.

69
70
71 **REPRESENTATIVE DUTIES/TYPICAL TASKS:**

72 (Not in order of importance)

- 73 • ~~Studies and a~~ Applies the principles and techniques of social work to a caseload
74 composed of people who have various types of services problems; ~~—~~ providing
75 information to applicants, clients, other service providers and the public about
76 eligibility for services and available alternate resources; makes home visits in
77 connection with casework assignments.
- 78
79 • Interviews ~~conducts~~ clients, family members and other interested parties to
80 assessments needs for ~~to~~ determine social services; gathers and evaluates
81 information regarding employment history, housing situation, physical functioning,
82 financial status, capacity for independent living and availability of domestic services;
83 evaluates clients' concerns and observes behavior; ~~or vocational needs of clients;~~
84 develops and carries out welfare to work service plans or social treatment plans for
85 an assigned caseload and establishes case files. †
- 86
87 • Counsels clients and families on ~~assists~~ applicants and clients in utilizing available
88 community resources, barriers to employment, independent living skills and other
89 areas involving defined problems or concerns; explains procedures, rights and
90 responsibilities.
- 91
92 • Assists clients in identifying and obtaining basic services needed for independent
93 living; identifies and makes referrals to a variety of public and community agencies
94 providing food, shelter, clothing, medical, educational and other services; schedules
95 client appointments; acts as client advocate in obtaining services.
- 96
97 • Manages assigned caseload; prepares and maintains narrative and statistical case
98 records and reports, documents and answers correspondence ~~—~~ regarding client
99 status; documents case files and case records; prepares and serves legal
100 documents; testifies in court; ~~—~~ using automated office equipment as appropriate
101 and computer systems including Child Welfare System/Case Management System or
102 Adult Services databases and other personal computer applications, including word
103 processing.

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- 105 • Assesses suitability of board and care facilities or foster homes; explains program
- 106 requirements to potential licensees; reviews applications of licensees and interviews
- 107 potential licensees; conducts on-site visits to assess living conditions.
- 108
- 109 • Develops and carries out Child Welfare or Adult Services treatment case plans, for
- 110 voluntary or court-related assigned caseloads; evaluates family behavioral
- 111 adjustment and monitors client progress toward delineated objectives; counsels
- 112 clients using a variety of counseling modalities.
- 113
- 114 • May investigate reports of child or elder/dependent adult abuse, neglect and/or
- 115 exploitation; assesses the degree of immediate risk to the child or elder/dependent
- 116 adult and takes necessary action to minimize the risk; coordinates activity with other
- 117 involved parties including relatives, school personnel and officers of the court.
- 118
- 119 • Interprets the policies, rules and regulations of the department to applicants, clients
- 120 and others within the scope of his/her responsibility.
- 121
- 122 • Participates in staff development activities.
- 123
- 124

125 **EMPLOYMENT STANDARDS:**

126 **Knowledge of:**

127 **All Levels:**

- 128 • Socio-economic conditions and trends
- 129 • the basic principles of individual and group behavior
- 130 • Current issues in the field of social welfare
- 131 • Principles of interviewing and problem-solving methodology
- 132 • Automated office equipment
- 133 • Basic public social service programs on the Federal, State and local level
- 134 • effective writing techniques; Oral and written communication skills
- 135 • the General principles of public assistance policies and programs.
- 136
- 137
- 138

139 **In addition, Social Worker II:**

- 140 • The basic principles and techniques of interviewing and recording in social casework
- 141 • the laws, rules and regulations governing the operation of the public social service
- 142 agencies
- 143 • knowledge of vocational counseling and barriers to employment such as
- 144 substance abuse or mental health issues
- 145 • Community organization and the social problems calling for the use of public and
- 146 private community resources
- 147 • the basic principles involved in the nature, growth and development of personality
- 148 and group processes.
- 149

150 **In addition, Social Worker III:**

- 151 • All of the above, plus: The local socio-economic conditions
- 152 • Current problems and methodology in the field of public social service and
- 153 knowledge of
- 154 • Principles related to family dynamics and dysfunction.
- 155 • Principles of mentoring and training
- 156

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157 **In addition, Social Worker IV:**

- 158 • ~~All of the above, plus: Knowledge of eClinical implications of severe physical and~~
- 159 ~~mental health problems and their impact on child, adult and family functioning~~
- 160 • ~~Principles of mentoring, training, leadership and work planning-~~

161

162 **Ability to:**

163

164 **All Levels:**

- 165 • ~~Understand and learn Support and follow the agency programs, departmental~~
- 166 ~~policies, goals, guiding principles, and procedures; Mission - Vision - Values~~
- 167 ~~Statement~~
- 168 • ~~Act effectively and responsibly in stressful situations~~
- 169 • ~~Obtain and recognize the relevant and significant facts~~
- 170 • ~~organize and maintain work detail; Establish and maintain the confidence and~~
- 171 ~~cooperation of clients, co-workers and others from a variety of socio-economic and~~
- 172 ~~ethnic backgrounds~~
- 173 • ~~Speak and write clearly and effectively~~
- 174 • ~~learn and use automated office equipment~~
- 175 • ~~Operate within appropriate confidentiality guidelines, and within the National~~
- 176 ~~Association of Social Workers' Code of Ethics~~
- 177 • ~~read and interpret to the applicant, recipient or others, public social services~~
- 178 ~~programs, procedures and rules, regulations and guidelines;~~
- 179 • ~~Apply existing laws, rules and regulations to social service department operations~~
- 180 • ~~Develop and maintain positive working relationships; communicate and work~~
- 181 ~~effectively with others~~
- 182 • ~~Foster a spirit of teamwork and support when interacting with staff and others~~
- 183 • ~~Maintain a safe and orderly work area~~

184

185

186 **In addition, Social Worker II:**

- 187 • ~~Analyze situations and adopt effective courses of action~~
- 188 • ~~Develop skill in facilitation of team-based meetings, interviewing, case recording,~~
- 189 ~~interpretation, group presentations and motivating clients;~~
- 190 • ~~apply existing laws, rules and regulations to social service department operations;~~
- 191 ~~interpret to the applicant, recipient or others, public social service programs,~~
- 192 ~~procedures and regulations; work with community groups and professionals to obtain~~
- 193 ~~needed services to clients; work constructively within a community setting and~~
- 194 ~~effectively use appropriate resources and services.~~

195

196

197 **In addition, Social Worker III:**

- 198 • ~~Increased skill in facilitation of team-based meetings, case recording, interpretation,~~
- 199 ~~group presentations and motivating clients~~
- 200 • ~~Perform all of the above; plus: Demonstrate skill in the more difficult casework~~
- 201 ~~areas; Accept and use consultative supervision~~
- 202 • ~~Effectively analyze and assess client needs and develop appropriate welfare to~~
- 203 ~~work or treatment case plans~~
- 204 • ~~Utilize effective and appropriate interventions to assist clients in achieving case plan~~
- 205 ~~goals~~
- 206 • ~~Train and mentor other employees-~~

207

208 **In addition, Social Worker IV:**

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- 209 • ~~Perform all of the above; plus: Apply the principles of psychology and human~~
210 ~~relationships; evaluate personal and psychological factors in the child=s and/or~~
211 ~~adult's situation; act effectively under stressful situations; p~~ Provide consultation,
212 education and information services to community or professional groups and
213 individuals
214 • Train, mentor, lead and coordinate work of other employees.

215 **EDUCATION/EXPERIENCE:**

216
217
218 **Social Worker I: Either A:** Possession of a Bachelor's degree in Social Work **OR B:**
219 Bachelor's degree in Psychology, Sociology, or a closely related Social Science **AND**
220 Graduation from college, including 30 semester units, (or equivalent quarter units or
221 equivalent Continuing Education Units CEU's) in social welfare, social/human services,
222 sociology or other behavioral sciences. **OR B:** Successful completion of 30 college
223 semester units, (or equivalent quarter units or equivalent CEU's) in social welfare, sociology,
224 social/human service or other behavioral science and one year job related experience in a
225 public social services setting agency.

226
227 **Social Worker II: Either A:** Possession of a Bachelor's degree in Social Work **AND** ~~One~~
228 year of experience performing duties comparable to a Social Worker I in a public social
229 services agency (One year of the required experience may be substituted with a related
230 Master's degree); **OR B:** Bachelor's degree in Psychology, Sociology, or a closely related
231 Social Science **AND** Successful completion of 30 college semester units, (or equivalent
232 quarter units or equivalent CEU's) in social welfare, social/human services, sociology or
233 other behavioral science; and two years of experience performing duties comparable to a
234 Social Worker I in a public social services agency social work casework experience. (One
235 year of the required experience may be substituted with a related Master's degree); **OR C:**
236 Two years of experience as a Social Worker I in San Luis Obispo County.

237
238 **Social Worker III: Either A:** Possession of a Bachelor's degree in Social Work **AND** ~~One~~
239 year of experience performing duties comparable to a Social Worker II in a public social
240 services agency (One year of the required experience may be substituted with a related
241 Master's degree); ~~OR B:~~ Bachelor's degree in Psychology, Sociology, or a closely related
242 Social Science **AND** two years of experience performing duties comparable to a Social
243 Worker II in a public social services agency Graduation from college including 30 semester
244 units, (or equivalent quarter units or equivalent CEU's) in social welfare, social/human
245 services, sociology or other behavioral science; and three years of social work casework
246 experience (One year of the required experience may be substituted with a related Master's
247 degree); ~~OR C:~~ Master's degree in social work or a Master's degree from a two year
248 program in counseling, psychology, sociology or closely related field. Two years of
249 experience as a Social Worker II in San Luis Obispo County.

250
251 **Social Worker IV: Either A:** Possession of a Bachelor's degree in Social Work **AND** one
252 year of experience performing duties comparable to a Social Worker III in a public social
253 services agency (One year of the required experience may be substituted with a related
254 Master's degree); A Master=s Degree in Social Work or a Master=s Degree from a two year
255 program in counseling, psychology, sociology or closely related field **AND** two years of social
256 casework experience comparable to a Social Worker III; **OR B:** Bachelor's degree in
257 Psychology, Sociology, or a closely related Social Science **AND** two years of experience
258 performing duties comparable to a Social Worker III in a public social services agency (One
259 year of the required experience may be substituted with a related Master's degree);
260 Successful completion of 30 semester units, (or equivalent quarter units or equivalent

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261 ~~CEU's) in social welfare, social/human services, sociology, psychology, or other behavioral~~
262 ~~science AND six years of social casework experience including two years experience~~
263 ~~comparable to a Social Worker III. OR C: Two years of experience as a Social Worker III in~~
264 ~~San Luis Obispo County. Graduation from college with a Bachelor's Degree AND six years of~~
265 ~~social casework experience including four years experience comparable to a Social Worker~~
266 ~~III.~~

267
268 **LICENSES/CERTIFICATES:**
269
270 A valid driver's license is required at the time of application. A valid CALIFORNIA driver's
271 license is required at the time of appointment and must be maintained throughout
272 employment.

273
274 **SPECIAL SUB-CLASS RECRUITMENT:**
275
276 Recruitment for Social Worker positions may be conducted according to the program or
277 department in which a vacancy exists and the special licensures/educational/experience
278 requirements of the position.

279
280 Recruitment for these positions may be conducted to include bilingual ability according to
281 the needs of the department.

282
283 **OTHER CONDITIONS OF EMPLOYMENT:**
284
285 Employees in this classification may be required to work holidays, weekends, and evenings.
286 Some travel may be required.

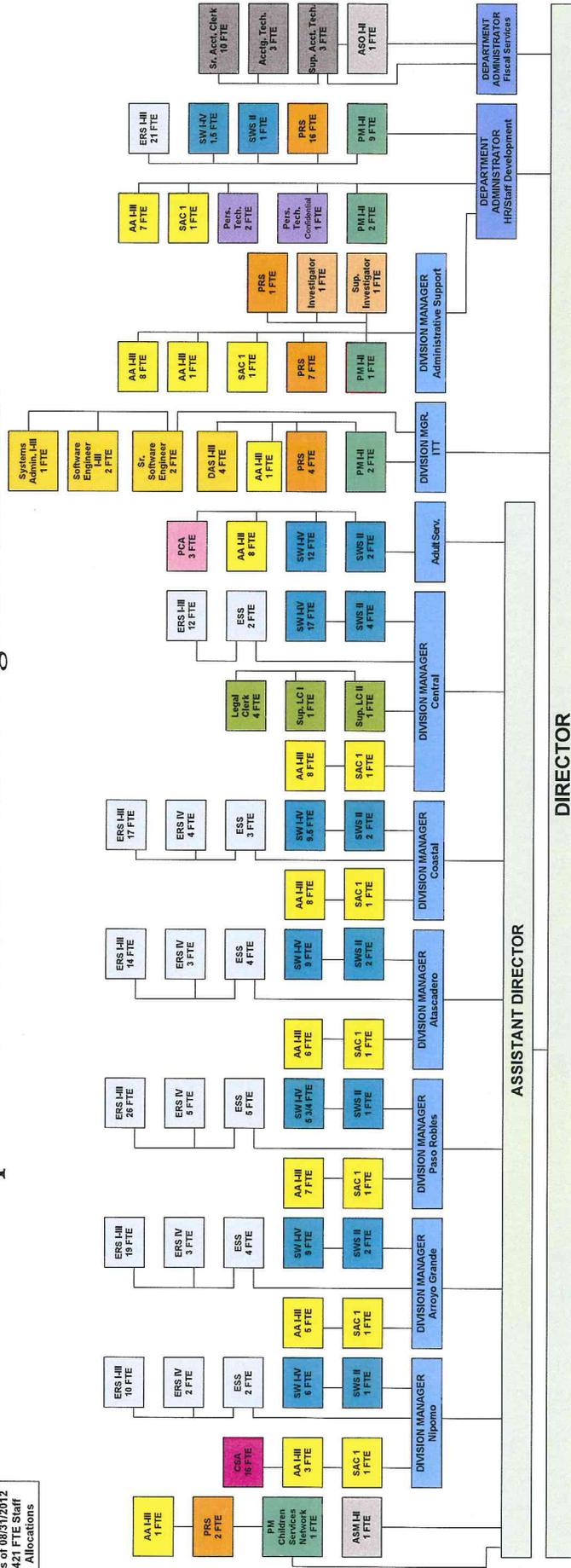
287
288 This class specification generally describes the duties and responsibilities characteristic of
289 the position(s) within this class. The duties of a particular position within a multi-position
290 class may vary from the duties of other positions within the class. Accordingly, the
291 essential duties of a particular position (whether it be a multi-position class or a single-
292 position class) will be identified and used by medical examiners and hiring authorities in the
293 selection process. This information will also be made available for review at the time of any
294 recruitment for that position and at such other times as reasonably required.

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Adopted: 11-10-76
Revised: 07-24-02
Revised: 11-28-12

FTE ALLOCATION DISTRIBUTION Department of Social Services Organization Chart

As of 08/31/2012
421 FTE Staff Allocations



5C-9



Human Resources Department

SAN LUIS OBISPO COUNTY

Tami Douglas-Schatz,
Director

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

• Telephone: 805.781.5959 • Fax: 805.781.1044 • Email: hr@co.slo.ca.us

TO: Civil Service Commission

DATE: November 28, 2012

FROM: Ken Tasseff, Personnel Analyst 

SUBJECT: New Class Specification – Lead Health Education Specialist

RECOMMENDATION:

It is recommended that your Commission approve the new Lead Health Education Specialist job specification as proposed.

DISCUSSION:

In July 2009, the Health Agency completed a reorganization of the Public Health Department by adding a Health Promotion Division. The Health Promotion Division is headed by a Division Manager – Health Agency who oversees several health related programs including the Tobacco Control Program, Nutritional Services Program, Women-Infant-Children Program, and the HIV/AIDS Prevention Program. With the exception of the Tobacco Control Program, Program Managers oversee the individual programs and report to the Division Manager. Currently, two Health Education Specialists and one Administrative Assistant are assigned to the Tobacco Control Program and report directly to the Division Manager.

A recent analysis by the Health Agency and County Administrative Office determined that program efficiencies and outcomes would be improved if day-to-day work direction were provided by an employee directly assigned to the Tobacco Control Program. Human Resources staff analyzed the duties proposed for such oversight /work direction, and determined that a leadworker level position would be the most appropriate way to meet the department's organizational objectives. No existing leadworker level specification achieved the organizational / classification objectives, therefore staff recommends a new classification: Lead Health Education Specialist.

The proposed Lead Health Education Specialist specification is combined with the existing Health Education Specialist specification because many of the core duties, skills and abilities are common to both classifications. The Health Education Specialist specification was last updated in August 2011 and the language contained therein accurately reflects Health Educator duties along with the most current language for knowledge / abilities. Embedding leadworker distinguishing characteristics and minimum qualifications into the existing Health Education Specialist specification results in a dual Health Education Specialist / Lead Health Education Specialist specification. The primary distinguishing characteristic between a Health Education Specialist and Lead Health Education Specialist is that the Lead classification *must* provide day-to-day work direction and oversight, and reports directly to the Division Manager.

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OTHER AGENCY INVOLVEMENT:

The department has been involved in the development of these specifications and concurs with the specifications as proposed. The County Administrative Office has reviewed and commented on the proposed specifications.

Attachments:

Health Education Specialist / Lead Health Education Specialist Specification
Organizational Chart – Public Health Department

Public Health

3/13/2012

Health Agency

Organizational Chart (Overview)

157.5 FTEs

Admin Staff
Public Health
CMSP
6.0 FTEs
4.25 FTEs

Jean White
Secretary I – Confidential
1.0

Penny Borenstein
Health Officer/ Administrator
1.0

Jennifer Shay
Admin Svcs Officer II
1.0

ENVIRONMENTAL HEALTH SERVICES
1.0 Division Manager
24.0 FTEs

1.0 Supv. Admin Clerk
1.0 Account Technician
2.0 Admin Asst III

CONSUMER PROTECTION
1.0 Supv. EH Specialist
2.5 EH Specialist III
2.5 EH Specialist II

HAZARDOUS MATERIALS
1.0 Supv. EH Specialist
4.0 EH Specialist III
1.0 EH Specialist II

COMMUNITY SERVICES
1.0 Supv. EH Specialist
5.0 EH Specialist III
1.0 Cross Connection Insp.

FAMILY HEALTH SERVICES
1.0 Division Manager
72 FTEs

REPRODUCTIVE HEALTH NORTH COUNTY
1.0 Supervising PHN
1.0 Nurse Practitioner
.75 Licensed Voc Nurse
1.0 Admin Asst III
2.0 PH Aide III
2.0 PH Aide II

MATERNAL CHILD ADOLESCENT HEALTH
1.0 Supervising PHN
FIELD NURSING
2.0 Sr. PHN
9.75 PHN
.75 CHN
1.0 Admin Assistant III
1.0 Admin Assistant II

COMMUNICABLE DISEASE SOUTH COUNTY
1.0 Supervising PHN
1.0 Sr. PHN
4.0 PHN
3.5 Admin Assistant III
1.0 Epidemiologist
2.0 Admin Assistant III
.75 CDI

CHILDREN'S MEDICAL SERVICES
1.0 Supervising PHN
CHDP
CCS
1.0 Admin Serv Officer II
2.0 Admin Assistant III
3.0 Patient Serv Rep

SART
1.0 Nurse Practitioner
.50 Admin Assistant III
1.0 Sr. PHN
1.0 PHN
1.0 Patient Serv Rep
.75 Admin Asst III

HEALTH CARE SERVICES
1.0 Division Manager
44.0 FTEs

JAIL MEDICAL SERVICES
.75 Corr. Nurse Supervisor
3.0 Corr Nurse II
.75 Corr Nurse I
1.25 Pre-Licensed Corr Nurse
1.75 Licensed Voc Nurse
1.0 MH Therapist I
1.0 Admin Assistant II

JUVENILE SERVICES
1.0 Nurse Practitioner
2.0 Corr Nurse II
CMSP
1.0 Patient Serv Rep
3.0 Eligibility Tech III
1.0 Registered Nurse II
.50 PHN

CHCCC CONTRACT OVERSIGHT
1.0 Supervising PT/OT
1.0 Sr. Therapist
5.25 OccPhy. Therapist II
3.0 Therapy Aides
1.0 OccPhy. Therapist I

HEALTH PROMOTION
1.0 Division Manager
22.75 FTEs

TOBACCO CONTROL LEAD HEALTH EDUC. SPEC.
2.0 Health Ed Specialist
1.0 Admin Asst III

NUTRITIONAL / PHYSICAL ACTIVITY
2.0 Health Ed. Specialist
.50 PH Nutritionist I

ORAL HEALTH
1.0 Oral Health Program Manager

WIC
1.0 Nutrition Services Program Manager
2.75 PH Nutritionist II
2.5 PH Nutritionist I
3.0 PH Aide III
2.0 PH Aide II
3.0 PH Aide I
1.0 Community Service Aide

HIV/AIDS Program Contract Oversight

PH LABORATORY
1.0 PH Lab Manager
11.25 FTEs

1.0 Supv. PH Microbiologist
4.25 PH Microbiologist II
1.0 PH Microbiologist I
2.0 Laboratory Asst II
2.0 Senior Account Clerk

EMERGENCY MEDICAL SERVICES
1.0 Division Manager
7.25 FTEs

EMSA
.50 PHN
.50 Admin Serv Officer II
1.0 Admin Serv Officer I
1.0 Admin Assistant III
.5 CHN

PH EMERGENCY PREPAREDNESS
1.0 Program Manager II
1.0 Sr. Acct Clerk
.75 Admin Serv Officer II

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1 **HUMAN RESOURCES DEPARTMENT**

2 ***San Luis Obispo County***

3

4

HEALTH EDUCATION SPECIALIST

5

LEAD HEALTH EDUCATION SPECIALIST

6

7 DEFINITION:

8

9 Under general supervision, develops and implements community health
10 education activities and related general health education programs for individuals
11 and/or groups; cooperates with other departments and community organizations
12 to carry out health-related community awareness campaigns, educational
13 programs and promotional activities; and does other related work as required.

14

15 DISTINGUISHING CHARACTERISTICS:

16

17 Health Education Specialist is the journey level specialist position.
18 Incumbents work under general supervision performing a wide variety of routine
19 and complex Health Education duties.

20

21 Lead Health Education Specialist is the advanced level specialist position and
22 is allocated only to positions designated as leadworker. Incumbents work under
23 direction and may be assigned to perform a full spectrum of complex Health
24 Education duties. This classification acts as leadworker for assigned staff and
25 may be assigned related program oversight.

26

27 REPRESENTATIVE DUTIES:

28 (Not in order of importance)

29

- 30 • Prepares, obtains and disseminates health information through individual
31 client contacts and/or workshops, seminars, reports, bulletins, pamphlets,
32 posters, exhibits, news releases, radio scripts, and other communication
33 methods.
- 34 • Collects, tracks, and analyzes data; participates in evaluating the
35 effectiveness of program materials and methods.
- 36 • Provides liaison and networking among departmental staff, and other public
37 and private agencies, community organizations and professional groups,
38 including, but not limited to, medical, nutrition, physical activity, school and
39 child care organizations, clientele and policy makers for developing effective
40 health awareness campaigns, educational programs, and policies.
- 41 • Plans, organizes and participates in health information and educational
42 programs, conferences, and meetings.
- 43 • Makes presentations and provides health information and guidance to
44 individuals and community groups.
- 45 • Implements community needs assessment surveys and outreach plans.
- 46 • Researches and develops policies and procedures.
- 47 • Assists in preparing health plans.
- 48 • Writes or assists in writing grant proposals.
- 49 • Participates in staff development activities.
- 50 • Prepares a variety of reports and correspondence.

51

52 In addition, Lead Health Education Specialist:

- 53 • Acts as a leadworker and provides technical support to health education staff,
54 volunteers and interns.
- 55 • Ensures timelines are met; assesses quality and quantity of work performed
56 by program specific staff for achievement of program standards.
- 57 • Assists supervisor with on-the-job training and instructions to health
58 education staff, volunteers and interns; provides input for performance

59 | evaluations and makes recommendations regarding the recognition of
60 | outstanding performance and performance improvement required.

- 61 | • Assists with monitoring program expenditures and compiles data for the
62 | development of a program budget.
- 63 | • Drafts procedures documents for supervisor approval; assists supervisor with
64 | policy development.

65 |
66 | EMPLOYMENT STANDARDS:
67 |

68 | Knowledge of:

- 69 | • The principles, methods and practices of health information, promotion,
70 | education, and information dissemination
- 71 | • Training needs, assessment, and evaluation techniques
- 72 | • Community organizations and resources related to the health and education
73 | fields
- 74 | • Countywide health functions, programs, and objectives of the department
- 75 | • Communication techniques and media relations for print, voice, video,
76 | internet, and any other communication medium.
- 77 | • Interpersonal skills using tact, patience, and courtesy

78 |
79 | In addition, Lead Health Education Specialist:

- 80 | • Principles of leadership, supervision and motivation.
- 81 | • The sociological characteristics and health education needs of the community
82 | served.
- 83 | • Principles and methods used in basic budget, contract, and grant
84 | administration.
- 85 | • Environmental health, preventive medicine, epidemiology, and statistical
86 | concepts as they relate to the public health field.

87 |
88 | Ability to:

- 89 • Develop and maintain public support and the cooperation of public officials,
90 community groups and agencies relative to community health concerns
- 91 • Communicate effectively both verbally and in writing
- 92 • Formulate, promote and implement a variety of information and educational
93 programs
- 94 • Establish and maintain effective working relationships with public officials,
95 community groups, agencies, local media, county employees, and/or clientele
- 96 • Conduct training and make public presentations
- 97 • Proofread and edit written copy
- 98 • Communicate effectively with people of diverse socio-economic backgrounds,
99 age, gender, and temperaments
- 100 • Maintain confidentiality of information
- 101 • Operate a variety of audiovisual and computer presentation equipment
- 102 • Use basic and advanced computer software to conduct business and
103 communicate (such as generate reports, complete data analysis, develop
104 informational and educational materials, and maintain web based
105 information).
- 106 • Support and follow the Health Agencies policies, goals, guiding principles, and
107 Mission – Vision – Values Statement
- 108 • Develop and maintain positive working relationships; communicate and work
109 effectively with others
- 110 • Foster a spirit of teamwork and support when interacting with staff and
111 others
- 112 • Operate a computer and assigned office equipment
- 113 • Maintain a safe and orderly work area

114
115 In addition, Lead Health Education Specialist:

- 116 • Work independently.
- 117 • Lead and coordinate work of assigned staff.

118

119 EDUCATION/EXPERIENCE:

120

121 **Both levels:** Graduation from an accredited four-year college or university with
122 a bachelor's degree in human services, public administration or other health-
123 related field is required. (~~Job related experience may be substituted for the~~
124 ~~required education on a year for year basis.~~)

125

126 **In addition, Lead Health Education Specialist:**

127 Possession of a Master's degree with specialization in Public Health or
128 Community Health from a school of public health recognized by the American
129 Public Health Association; **OR** two years of experience performing duties
130 equivalent to Health Education Specialist with San Luis Obispo County.

131

132 LICENSES:

133

134 **Both levels:** A valid driver's license is required at the time of application. A
135 valid CALIFORNIA driver's license is required at the time of appointment and
136 must be maintained throughout employment.

137

138 **In addition, Lead Health Education Specialist:**

139 Employees must a possess and maintain a Certified Health Education Specialist
140 certification (CHES) or Master Certified Health Education Specialist (MCHES)
141 issued by the National Commission for Health Education Credentialing (NCHEC)
142 prior to completion of probation. Applicants who do not possess the above
143 certifications must present a pre-screen letter of eligibility to apply for CHES or
144 MCHES by the NCHEC at the time of application.

145

146 This class specification generally describes the duties and responsibilities
147 characteristic of the position(s) within this class. The duties of a particular
148 position within a multi-position class may vary from the duties of other positions

149 within the class. Accordingly, the essential duties of a particular position
150 (whether it be a multi-position class or a single-position class) will be identified
151 and used by medical examiners and hiring authorities in the selection process.
152 This information will also be made available for review at the time of any
153 recruitment for that position and at such other times as reasonably required.

154

155

Adopted: 07-27-07

156

CSC Approved: 07-27-07

157

Revised: 08-24-11

158

(Added Lead Health Education Spec.) Revised: 11-28-12

159