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. September 26, 2018
   b. November 14, 2018

4. **Request to Approve Revised Job Specifications:**
   a. Nurse Practitioner/Physician’s Assistant, Mental Health Nurse Practitioner
   b. Assistant Veterans Services Officer
   c. Deputy Director- Social Services

5. **Receive and File:**
   a. Emergency Services Manager Specification

6. **Closed Session (per Government Code Section 54957): Hearing and deliberations regarding Appeal #A17-13.**

7. **Reports**
   Commission President
   Commission Counsel
   Commission Outside Counsel
   Commission Secretary

8. **Adjournment**
Civil Service Commission

San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday, September 26, 2018 @ 9:00 a.m.
1055 Monterey Street, Suite D-271 San Luis Obispo, CA

Present:  President Bergman, Vice President Stewart, Commissioner Nicholson, Commissioner Nix

Staff:  Commission Secretary, Tami Douglas-Schatz
Commission Clerk, Rosa Reyes

Counsel:  Commission Counsel Nina Negranti

Absent:  Commissioner Ohannesian

1. Call to Order / Flag Salute / Roll Call
President Bergman called the meeting to order at and led the flag salute. Roll was called. Commissioner Ohannesian was absent.

2. Public Comment Period
President Bergman asked if there were any members of the public wishing to address the Commission. Seeing none he closed the public comment period.

3. Minutes
President Bergman asked for any amendments or corrections to the June 27, 2018 meeting minutes. None were reported. Vice President Stewart made a motion to approve. Commissioner Nix seconded the motion. Matter went to vote. Motion passed 4-0-1.

4. Specifications- New
   a. Emergency Services Manager

Mark Zeltman introduced Jamie Russell, Principal Analyst with the Human Resources Department and Ron Alsop. Mr. Alsop's official title is Principal Analyst; however, his working title is Emergency Services Manager. He will be retiring, and this has resulted in an opportunity to create a new classification for Emergency Services Manager.

There was discussion by the Commission regarding the Minimum Qualifications for this proposed job specification, including, adding years of experience and timelines by which required certifications needed to be completed. Commissioners put forth amendments to the proposed job specification. President Bergman asked if there was a motion to approve the job specification as amended. Commissioner Nicholson moved to make the motion to approve as amended. Commissioner Nix seconded the motion. Matter went to vote. Motion passed 4-0-1.
5. Specifications- Revised  
   a. Property Transfer Technician (PTT) series  
   b. Property Transfer Technician (PTT) Supervisor  

Mark Zeltman introduced Taj D’ Entremont, Analyst with the Human Resources Department and Barbara Edginton, Assessor Manager with the Assessor’s Department. Mr. Zeltman proposed adding additional Minimum Qualifications to the Property Transfer Technician (PTT) series and the Property Transfer Technician Supervisor positions.

The Commission first addressed the PTT series. The Commission put forth amendments including modifying certain language and removing a requirement regarding essential functions for the position thought to be there in error. Commissioners further identified what would be eliminated from the job specification. President Bergman asked if there was a motion to approve the job specification as is. Vice President Stewart moved to make the motion to approve. Commissioner Nicholson seconded the motion. Matter went to vote. Motion passed 4-0-1.

Analyst Taj D’ Entremont advised the Commission that the requirement in this series that was removed earlier that stated, “Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single class) will be identified and used by medical examiners and hiring authorities in the selection process” should remain in the job specification. She explained essential functions are used by medical examiners when potential employees go to pre-employment physicals to determine whether the person is physically able to do a function job. She believes this is a standard statement in all job specifications. Commission Counsel, Nina Negranti, advised the Commissioners this item needed to be brought back with another vote. Matter was brought back after a vote on the Property Transfer Technician (PTT) Supervisor. The requirement was put back into the specification. With this addition, President Bergman asked if there was a motion to approve the job specification as amended. Vice President Stewart made the motion to approve. Commissioner Nix seconded the motion. Matter went to vote. Motion passed 4-0-1.

The Commission then addressed the PTT Supervisor job specification. There were no recommendations for amendment. President Bergman asked if there was a motion to approve the job specification as written. Vice President Stewart made the motion to approve. Commissioner Nix seconded the motion. Matter went to vote. Motion passed 4-0-1.

6. Minimum Qualifications  
Commission Secretary Tami Douglas- Schatz began the presentation with a couple of clerical adjustments and advised members of the audience the Commissioners had additional information for the presentation. These were available to review in a binder or electronically. The Human Resources Analysts who presented were Mark McKibben, Stephanie Price, Mark Zeltman and Jamie Russell.
For background purposes it was noted last October, Mark Zeltman brought forward a Minimum Qualification (MQ) presentation to the Commission for a discussion of legal considerations and approach. In subsequent specification presentations to the Commission it was realized there was a continued need for discussion regarding Minimum Qualifications and its role in the selection process. Within the presentation, staff provided examples of how candidates moved through a robust selection process, supported by industry best practice, to identify those who were most qualified for the job. The results showed a more diverse and larger group of candidates who would be eligible to interview with the hiring authority. The presentation concluded with staff’s recommendation to modify the County’s approach to applying minimum qualifications. The Commissioners identified their areas of concern which included, questioning if the bar was being lowered when broadening the Minimum Qualifications language, ensuring applicants know how to qualify for positions, and establishing performance expectations in the class specifications.

Analysts discussed allowing flexibility in wording that would allow candidates to meet the Minimum Qualifications in a variety of ways. This best practice, adopted by the majority of counties, and recommended by professional organizations, would allow candidates to compete in additional selection processes beyond the Minimum Qualifications to identify the best candidates. The screening process was explained, and examples were provided. There was no vote on this item and the Commission asked that the matter be brought back as an action item.

7. Reports

Tami Douglas-Schatz, Commission Secretary asked the Commission to identify dates for future hearings. There were no further reports.

8. Adjournment

President Bergman adjourned the meeting.

*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.*
Civil Service Commission

San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday, November 14, 2018
1055 Monterey Street, Suite D-271 San Luis Obispo, CA

Present: President Bergman, Vice President Stewart, Commission Ohannesian, Commissioner Nix, and Commissioner Nicholson

Staff: Commission Secretary, Tami Douglas-Schatz
       Commission Clerk, Rosa Reyes

Counsel: Timothy McNulty

1. Call to Order / Flag Salute / Roll Call
   President Bergman called the meeting to order and led the flag salute. Roll was called.
   All commissioners were present.

2. Public Comment Period
   President Bergman asked if there were any members of the public wishing to address the Commission at this time. Seeing none he closed the public comment period.

3. Minutes
   a. September 26, 2018
   b. October 26, 2018
   c. October 29, 2018

   The Commissioners first addressed the Meeting Minutes for September 26, 2018. The Commission requested adjustments to the minutes that would add language to provide more detail about the minimum qualification discussion and to specify what the requirement was in the Property Transfer Technician (PTT) series, that was taken out in error, and then put back into the job specification during the Commission meeting. It was also requested the Emergency Services Manager job specification with amendments and track changes be agendized. The vote to approve these minutes was postponed.

   The Minutes for Special Meetings on October 26, 2018 and October 29, 2018 were reviewed by the Commission. There were no amendments proposed. Commissioner Nix made a motion to approve these minutes and Commissioner Ohannesian seconded the motion. Vice President Stewart abstained because she was not present at these meetings. Motion passed 4-0-1.
4. Request to Approve CSC Regular Meeting Schedule for 2019

The Commissioners considered the proposed Civil Service Commission Regular Meeting schedule for 2019. There were no amendments made. Commissioner Nicholson made a motion to approve the schedule and Vice President Stewart seconded the motion. Motion passed 5-0-0.

5. Request to Approve Minimum Qualifications Language

Mark Zeltman and Mark McKibben, Human Resource Analyst presented this item. Stephanie Price, Human Resource Analyst and Jamie Russell, Principal Analyst were acknowledged as co-presenters of the Minimum Qualification (MQ) Presentation at the September CSC Regular Meeting. Mr. McKibben recapped the highlights of the presentation and reiterated the research in the MQ presentation supported the recommendation to add an introductory phrase to the job specifications as a best practice. The introductory phrase would state, “A combination of education, training, and experience which would likely provide the required knowledge and abilities listed. Normally, this would include.” This phrase would be inserted before the standardized Minimum Qualifications language already approved by the Commission. Mr. McKibben restated adding this phrase would broaden the applicant pool, allowing more applicants to compete and would establish more comprehensive and diverse lists of eligible candidates to meet the needs of multiple county departments.

Commissioner Ohannesian noted he was not at the meeting on September 26, 2018 to hear the presentation but had the materials and listened to the entire meeting. He inquired of the different benefits and incentives the County offers to attract applicants. Commissioner Nix discussed ensuring objectivity in the application process. Commissioners asked how this new language would be introduced to the Commission. Human Resource staff advised there were about 600 job specifications that may need the proposed Minimum Qualifications language added. Human Resource Department staff proposed to provide the Commission a summary of job specifications. President Bergman stated that there were certain job specifications that the Commission would not want this new minimum qualification language added to and the other Commissioners agreed. He provided the Emergency Services Manager job specification that was recently brought before the Commission as a specific example. Tami Douglas-Schatz, Commission Secretary suggested to pilot different ways to bring these job specifications to the Commission including in summary format and summary format with a link. The Commission proposed modifying the introductory phrase to read, “A combination of education, training, and experience which could provide the required knowledge and abilities listed. This may include.”

It was concluded that a list of pilot positions would be brought before the Commissions to which this language could be applied. President Bergman asked if there was a motion to approve the new Minimum Qualifications introductory phrase with the pilot program as amended. Vice President Stewart made the Motion and Commissioner Nicholson seconded
Civil Service Commission

the motion. Motion passed 5-0-0.

6. **Request to Approve New Job Specifications:**
   a. Registered Dental Hygienist
   b. Information Technology Technician
   c. Information Technology Specialist I, II
   d. Senior Information Technology Specialist

Mark Zeltman, Human Resource Analyst introduced Dr. Penny Borentstein, Public Health Director and Barbara Morrow, Oral Health Program Manager. It was proposed that the Commission approve a new Registered Dental Hygienist classification. The Oral Health Program is a function of the Public Health Department and Mr. Zeltman provided a brief description of the program. He advised the Commission, this would create a classification specific to this role and would allow proper classification, proper Human Resource Management and compensation management. Commissioner Ohannesian moved to make a Motion to approve this job specification as written. Vice Present Stewart seconded the motion. Motion approved 5-0-0.

Mark McKibben Human Resource Analyst introduced Daniel Milei, Director of Information Technology (IT) and Dan MacKirdy, Information and Technology Manager. Mr. McKibben referred to the staff report that explained the background and recommendation for new specifications of Information Technology Technician, Information Technology Specialist I, II and Senior Information Technology Specialist. Mr. Milei provided a brief synopsis of the current IT industry and stated why these positions were necessary.

Commissioners asked clarifying questions and proposed amendments. Commissioner Nix inquired of the other Commissioners whether it would be appropriate to add the newly approved Minimum Qualifications language which would read, “A combination of education, training, and experience which could provide the required knowledge and abilities listed. This may include,” to the new specifications. This language would be included in the Information Technology Technician and the Information Technology Specialist I, II. There were other amendments made by the Commissioners. Commissioner Nicholson made a motion to approve Items 6b and 6c as amended. Commissioner Nix seconded the motion. Motion passed 5-0-0.

The Commissioners proposed adding the newly approved Minimum Qualifications language to item 6d- Senior Information Specialist. Mr. Milei provided his feedback to proposal. Commissioner Nix made a motion to approve this specification as amended. Vice President Stewart seconded the Motion. Motion passed 5-0-0.

7. **Findings and Conclusion Regarding Appeal #A17-13.**

President Bergman advised this matter would not be addressed.
8. **Reports:**
President Bergman announced the resignation of Vice President Stewart at the end of the month on the Commission Board. There were many acknowledgments of Vice President Stewart's contribution as a Commissioner. Vice President Stewart thanked the Human Resource Department team for all the hard work done by the department and acknowledged others who had worked with her during her tenure as a Commissioner.

Timothy McNulty, Assistant County Counsel also announced his retirement at the end of the month.

Tami Douglas-Schatz, Commission Secretary reconfirmed hearing dates that had already been previously set. She also provided a brief update of current Grievance and Appeal matters.

9. **Adjournment**
President Bergman adjourned the meeting.

*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.*
TO: Civil Service Commission

DATE: December 19, 2018

FROM: Mark Zeltmann, Human Resources Analyst

SUBJECT: Revised Class Specifications: Nurse Practitioner/Physician Assistant, Mental Health Nurse Practitioner

Department: Health Agency

Appointing Authority: Mike Hill, Health Agency Director

RECOMMENDATION:
It is recommended that the Commission approve revisions to the Nurse Practitioner/Physician Assistant and Mental Health Nurse Practitioner specifications as proposed.

BACKGROUND:
The Nurse Practitioner/Physician Assistant specification was last revised February 28, 2001, prior to the closing of the General Hospital. As such, it contains references to nursing specialties no longer applicable to this classification or the Health Agency such as obstetrics and geriatrics.

The Mental Health Nurse Practitioner specification has not been revised since it was adopted on March 28, 2012. Since that time, the County’s Drug and Alcohol and Mental Health divisions were combined to create one Behavioral Health division which combines the treatment of drug and alcohol and other substance use disorders (SUDs) with other mental health treatment programs. This reorganization allowed the Health Agency to integrate the services previously separated by classification series in order to provide continuity of care for individuals with co-occurring mental health and substance use disorders. The Mental Health Nurse Practitioner specification does not describe the classification’s substance use disorder.
treatment duties and knowledge requirements, nor does it reflect the division's current Behavioral Health title for the combined mental health and SUD treatment services.

Additionally, neither the Nurse Practitioner/Physician Assistant nor the Mental Health Nurse Practitioner specifications describe the classifications’ responsibilities to act as a technical resource to other clinical staff and that they may train staff or coordinate their work. These responsibilities are common at other health care providers and help to ensure consistency and quality of care. The core supervisory duties of hiring, evaluating, and disciplining staff are the responsibility of the Health Agency's supervisory and management positions.

**DISCUSSION:**

It is important that the County's class specifications accurately describe the classification's essential functions, representative duties, and employment standards since an accurate specification is the basis for several human resource management activities including recruitment, classification, compensation setting, and performance management. As positions and classifications evolve to meet the needs of the organization, it is important that the specifications are updated to provide a clear and accurate description of what the job entails and how one may qualify for employment.

**PROPOSED CLASS SPECIFICATION REVISIONS**

The proposed Nurse Practitioner/Physician Assistant and Mental Health Nurse Practitioner class specifications are revised to reflect current duties, responsibilities, and employment standards and the County's current specification format and verbiage standards.

The proposed Mental Health Nurse Practitioner specification revisions reflect the classification's SUD assessment and treatment duties and knowledge requirements, the current terminology of the Health Agency and the healthcare industry, and the current Behavioral Health titling standard of replacing ‘Mental Health’ and ‘Drug and Alcohol’ with ‘Behavioral Health’.

The proposed Nurse Practitioner/Physician Assistant specification no longer includes references to services previously provided at General Hospital but have since been discontinued.
Both specifications have also been revised to include the technical direction and coordination of staff.

**RESULT**
The proposed specifications accurately describe the classifications’ duties and employment standards, and are consistent with current format, terminology, and titling standards. These improvements will serve to accurately describe the classifications to potential applicants and current employees and will be used as a basis for classification, compensation and performance management.

**SUMMARY**
In summary, the recommended revisions bring the classification specifications up to date with current duties, employment standards, and titling conventions.

**OTHER AGENCY INVOLVEMENT:**
The Health Agency and SLOCEA have been involved in the revisions of these specifications and concur with the specifications as proposed.

**Attachments:**
1. Mental Health Nurse Practitioner class specification with proposed revisions
2. Nurse Practitioner/Physician Assistant class specification with proposed revisions
3. Behavioral Health Organizational chart
4. Public Health Organizational chart
HUMAN RESOURCES DEPARTMENT

County of San Luis Obispo

NURSE PRACTITIONER/PHYSICIAN ASSISTANT

DEFINITION:
Under supervision of a licensed physician, in accordance with established protocol, and as allowable under a State of California Nurse Practitioner or Physician Assistant License, performs physical and psycho-social assessments; establishes medical diagnosis; orders and evaluates diagnostic tests, and manages follow-up care.

REPRESENTATIVE DUTIES:
(Not in order of importance)

- Conducts comprehensive or episodic medical assessment of patients, with real or potential acute and/or chronic health problems, including a medical history and physical examination, establishes medical diagnoses.
- Orders appropriate treatments and prescribes/regulates medications per physician-agreed standards; orders and evaluates diagnostic studies, such as x-rays or laboratory tests.
- Performs and monitors therapeutic procedures.
- Counsels patients and families on health promotion, diagnosis, prognosis and physician consultation when appropriate; interprets Health Agency policies for patients, families, and visitors; advocates health promotion and disease prevention.
- Records and documents medical assessments, nursing/medical care administered and patient response; utilizes the electronic health record system according to Health Agency protocol.
- Maintains confidential information in accordance with legal standards and County regulations.
- Practices in accordance with governing rules and regulations of the California Boards of Registered Nursing or Physician Assistant; seeks physician consultation when deemed appropriate in accordance with established protocol.
- Serves on departmental and related committees as required.
- Provides in-service training to other clinical staff.

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In accordance with the scope of practice for Nurse Practitioner, or Physician’s Assistant and the certification and standards established by the Hospital Interdisciplinary Practice Committee or Health Department medical protocol:

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• Implements educational programs to improve management of patients/families.

• Acts as a resource to staff; may train staff and coordinate their work.

• Stays abreast of current medical and behavioral health practices.

• Maintains a safe and orderly work area.

• Embraces and follows the Health Agency’s policies, goals, guiding principles and Mission, Vision, and Values Statement.

• Performs other related work as required.

EMPLOYMENT STANDARDS:

Knowledge of:

• Laws and regulations governing Nurse Practitioner or Physician Assistant.

• Advanced principles, practices, and techniques of professional nursing or Physician Assistant assessment, diagnosis, treatment and follow-up of common medical disorders.

• Causes and treatment of medical illness.

• Physical and mental symptoms associated with abuse, neglect and addiction.

• Counseling and interviewing techniques.

• Pharmacology including indications, reactions, interactions and contraindications.

• Routine diagnostic and treatment techniques used in practicing primary care medicine.

• Medicare and Medi-Cal regulations.

• Ethnic, cultural, and environmental differences of the individuals, families, and communities served.

• Computer software applications needed for communications, scheduling, paperwork and record keeping, such as word processing, spreadsheets, email, and calendar.

• Current developments and trends in medicine.

• Reporting laws on domestic violence, child and elder abuse, and neglect.

• Professional standards for verbal and written communication.
Ability to:

- Exercise independent judgment in areas of competence
- Participate directly in the medical management of a patient to the extent authorized by their license or other legal authority
- Perform medical assessments including ordering, interpreting and evaluating diagnostic tests and examinations
- Perform comprehensive multigenerational family assessments
- Perform collaborative consultation with physicians for more complicated medical problems
- Identify medical problems; develop and implement treatment plans
- Safely administer medications
- Work effectively in a demanding environment; analyze crisis situations accurately and take effective action; assist in restraining patients as appropriate to facility
- Observe and record symptoms and behaviors; collect, organize, record, and communicate data relevant to health assessments, including a detailed family and medical history
- Establish and maintain the confidence and cooperation of clients, co-workers, and others from a variety of socio-economic, racial, ethnic, and other diverse backgrounds and orientations
- Foster a spirit of teamwork and support when interacting with staff and others
- Operate standard office equipment including a computer and assigned software; basic proficiency with electronic health record systems
- Travel to various work sites
- Communicate effectively both verbally and in written form

EDUCATION/EXPERIENCE:

Nurse Practitioner: Education and experience required to receive and maintain a license to practice as a Registered Nurse and registration as a Nurse Practitioner from the California Board of Registered Nursing.

Physician’s Assistant: Education and experience required to receive and maintain a license to practice

EDUCATION/EXPERIENCE:
as a Physician Assistant from the California Physician Assistant Board.

**LICENSES AND CERTIFICATES:**

Nurse Practitioner: Pursuant to Section 2835 of the California Business and Professions Code, possession of a license to practice as a Nurse Practitioner from the California Board of Registered Nursing is required at time of application and must be maintained throughout employment.

Physician Assistant: Pursuant to Section 3503 of the California Business and Professions Code, possession of a license to practice as a Physician Assistant from the California Physician Assistant Examining Committee of the Medical Board of California is required at time of application and must be maintained throughout employment.

Pursuant to California’s Business and Professions Code Section 2836.1, if the County’s furnishing protocols include the delegated authority to furnish drugs and devices, possession of a “furnishing number” to furnish drugs and/or devices.

Pursuant to California’s Business and Professions Code Section 2836.1, if the County’s furnishing protocols include the delegated authority to furnish specific controlled substances, incumbents must possess a valid DEA number and certificate.

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

**SPECIAL SUBCLASS RECRUITMENT:**

Recruitments for this classification may be conducted according to the special divisions or programs in which the vacancy exists and the requirements of the position. Clinical experience to be in one of the following areas may be required: (1) Family Practice (must include successful completion of the...
Family Nurse Practitioner/Primary Care Physician Assistant course of study which included a six-month preceptorship/internship in an approved clinical setting; (2) Pediatrics, or (3) Family Planning.

Each recruitment will indicate the program responsibility, specialization and specific license required to fill the existing vacancy based on the needs of the County.

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. 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.

Adopted: 10-25-89
Revised: 02-28-01
Revised: XXXX-XX

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HUMAN RESOURCES DEPARTMENT

County of San Luis Obispo

BEHAVIORAL HEALTH NURSE PRACTITIONER

DEFINITION:
Under supervision of a licensed physician, in accordance with established protocol, and as allowable under a State of California Nurse Practitioner License, performs mental health and Substance Use Disorder (SUD) evaluations including psycho-social assessments of clients, establishes psychiatric and/or substance use disorder diagnoses; orders and evaluates diagnostic tests and manages follow-up care.

REPRESENTATIVE DUTIES:
(Not in order of importance)

- Performs comprehensive psychiatric and/or SUD assessments, including mental health status examinations, behavioral health intervention screening, and SUD assessments; assesses current and past history of violence, suicidal or self-harm behavior, substance use/abuse, level of functioning, primary health, trauma, sexual behaviors, multigenerational family assessment and social and developmental history to identify the nature of the clients' illness and/or addiction;
- Establishes psychiatric and/or SUD diagnoses based on current Diagnostic and Statistical Manual and/or American Society of Addiction Medicine (ASAM) Criteria.
- Provides mental health and/or withdrawal management and/or Medication Assisted Treatment (MAT) with Primary Care Provider for clients with serious mental illness, SUD, and/or co-occurring physical disorders in conjunction with the Standardized Procedure to meet the health care needs of the clients. Coordinated care may include crisis intervention, urgent care, or emergency room linkage.
- Arranges for hospital admission of clients and/or facilitates the referral of clients to appropriate health facilities, agencies, and resources.
• Furnishes diagnostically appropriate medications and other interventions under the supervision of psychiatrist or physician and in accordance with standardized procedures; monitors clients’ response(s) to medication and other interventions; educates clients and members of their support system regarding medications and/or interventions.

• Evaluates and interprets findings of relevant mental health/SUD diagnostic and laboratory tests and screening instruments.

• Counsels clients and families regarding matters pertaining to their health; interprets policies and procedures for clients, families and visitors; advocates for the promotion of good physical, recovery, and mental health.

• Practices in accordance with governing rules and regulations of the California Board of Registered Nursing;

• Seeks physician consultation when deemed appropriate in accordance with established protocol; receives required direct supervision as established by the Standardized Procedure,

• Activates Emergency Medical Services (EMS) and/or provides emergency care within their scope of practice until physician or EMS assistance can be obtained.

• Utilizing the electronic health record system according to Health Agency protocol, records and documents medical assessments, nursing/medical care administered, and client response to interventions.

• Maintains confidential information in accordance with legal standards and County regulations

• Serves on Departmental and related Committees as requested

• Acts as a resource to staff; may train staff and coordinate their work.

• Stays abreast of current medical and behavioral health practices; completes continuing education courses to maintain certification as a Nurse Practitioner,

• Maintains a safe and orderly work area

• Embraces and follows: the Health Agency’s policies, goals, guiding principles and Mission – Vision – Values Statement

• Performs other related work as required

EMPLOYMENT STANDARDS:

CA: USERS\RMREYES\DOWNLOADS\M.H. NURSE PRACTITIONER SPECIFICATION WITH PROPOSED REVISIONS.DOCX
**Knowledge of:**

- Laws and regulations governing Nurse Practitioner
- Advanced principles, practices, and techniques of professional mental health and SUD nursing, assessment, diagnosis, treatment and follow-up of common mental disorders (per current Diagnostic and Statistical Manual of Mental Disorder)
- Causes and treatment of mental and emotional illness
- Physical and mental symptoms associated with abuse, neglect and substance abuse
- Counseling and interviewing techniques
- Medical aspects of psychological and SUD problems; psychosocial behaviors in illness
- Psychoeducation methodologies to work with clients one-on-one or in groups
- Psychopharmacology including indications, reactions, interactions and contraindications
- Routine diagnostic and treatment techniques used in practicing primary care medicine
- Medicare and Medicaid regulations
- Ethnic, cultural, and environmental differences and needs of the individuals, families, and communities served
- Computer software applications needed for communications, scheduling, paperwork and record keeping, such as word processing, spreadsheets, email, and calendar.
- Current developments and trends in mental health and SUD nursing
- Reporting laws on domestic violence, child and elder abuse, and neglect
- Professional standards for verbal and written communication

**Ability to:**

- Exercise independent judgment in areas of competence
- Perform mental health and SUD assessments including ordering, interpreting and evaluating diagnostic tests and examinations
- Perform comprehensive multigenerational family assessments
- Perform collaborative consultation with Psychiatrists and Physicians for more complicated health problems
• Identify medical problems and psychiatric disorders; develop and implement treatment plans
• Safely administer medications
• Work effectively in a demanding environment including any type of behavioral health setting; analyze crisis situations accurately and take effective action, assist in restraining patients as appropriate to facility.
• Observe and record symptoms and behaviors; collect, organize, record, and communicate data relevant to health assessments, including a detailed family and medical history
• Establish and maintain the confidence and cooperation of clients, co-workers, and others from a variety of socio-economic, racial, ethnic, and other diverse backgrounds and orientations
• Foster a spirit of teamwork and support when interacting with staff and others
• Operate standard office equipment including a computer and assigned software; basic proficiency with electronic health record systems
• Travel to various work sites
• Communicate effectively both verbally and in written form

EDUCATION AND EXPERIENCE:
A: Education and experience required to receive and maintain a license to practice as a Registered Nurse and registration as a Nurse Practitioner from the California Board of Registered Nursing;

And B: completion of a psychiatric/mental health nurse practitioner certification program, or master’s degree in psychiatric mental health nursing, or 5 years’ experience in direct treatment of individuals with psychiatric or substance use disorders

LICENSES AND OTHER REQUIREMENTS:
Pursuant to Section 2835 of the California Business and Professions Code, possession of a license to practice as a Nurse Practitioner from the California Board of Registered Nursing is required at the time of application and must be maintained throughout employment.
Pursuant to Section 2836.1 of the California's Business and Professions Code, possession of a Furnishing Number issued by the California Board of Registered Nursing is required at the time of application and must be maintained throughout employment.

Pursuant to California's Business and Professions Code Section 2836.1, if the County's furnishing protocols include the delegated authority to furnish specific controlled substances, incumbents must possess a valid DEA number and certificate.

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

ADDITIONAL INFORMATION:

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 Human Resources Department at (805) 781-5959.

Adopted: 03-28-12
BOS Approved: 06-19-12
Revised: xx-xx-xx
TO: Civil Service Commission

DATE: December 19, 2018

FROM: Mark Zeltmann, Human Resources Analyst

SUBJECT: Revised Class Specification: Assistant Veterans’ Services Officer I-II
Proposed Title: Veterans’ Services Representative I-II-III
Department: Veterans’ Services Office
Appointing Authority: Chris Lopez, Veterans’ Services Officer

RECOMMENDATION:

It is recommended that the Commission approve the revisions to the Assistant Veteran's Services Officer I-II class series specification as proposed, and the recommended classification title change to Veteran's Services Representative (VSR) I-II-III.

BACKGROUND:

The County’s Veterans’ Services Office, made up of 7 employees, supports the health, safety, and welfare of local veterans and their dependents/survivors by advocating for them and assisting them secure benefits and services conferred to veterans by Federal, State or County agencies. These benefits may include: compensation, rehabilitation, insurance, pensions, education, medical care, and other pertinent rights and benefits. The Office operates with two leadership positions: the Veterans’ Services Officer is the department head and the Administrative Services Officer (ASO) oversees two Administrative Assistants. The remaining 3.00 FTE staff are Assistant Veteran’s Services Officers, all of whom are managed directly by the Veterans’ Services Officer (VSO). The VSO and ASO oversee other staff including, temporary workers, interns and volunteers.

Recently, the Office’s services have expanded to include programs such as Supportive Service for Veterans and Families (SSVF) and Veterans Treatment Court Program (VTC). The VTC is a
diversion program that is an alternative to incarceration for Veterans in the criminal justice system, offering services including: supervised probation, drug treatment, counseling, transportation and assistance with court appearances. County Probation, the District Attorney's Office, the Behavioral Health Department, the Public Defender’s Office and Veterans Services Office collaborate in the program. The success of the VTC has created a need for a position to solely focus on the program and its participants. Last month, the Veterans Services Office was able to secure 18 months of funding for a new position through the County's Corrections Community Partnership board. The County Board of Supervisors is expected to approve the new position in January 2019.

**Classification History**

The Assistant Veteran’s Services Officer specification was adopted in 1964 and has not been revised since 1994.

**Proposed Class Series Structure**

The department’s growth includes growth in the number of programs managed which has led to an increased need for leadership. While the staff size of the Veterans’ Services representative function allows it to operate without a supervisor or middle-manager, the growth in the number and size of programs managed requires additional program leadership resources, advanced expertise, and increased staff development and leadership.

The proposed class series revisions include the addition of an advanced level (level III) which will serve as a technical subject matter expert for VSR I and II and other staff, performs and leads the most complex and specialized assignments, programs and projects, and provides supervision to volunteers, temporary help employees, or interns.

The proposed three-level career series is consistent and aligns with other class series for specialized professions at the County. It provides for an entry level, level I, where employees normally have little or no experience. In this limited role, they work under direct supervision, learning to perform the job duties and assisting other VSRs. At the journey level, level II, employees are expected to perform the full range of job duties independently and under general direction. At level III, the advanced journey level, employees are expected to work independently, as directed, performing the most complex and specialized assignments, and provide leadership to VSR I and II.
**INTENDED RESULTS:**

The proposed career series structure provides the Veterans’ Service Office with the staff and project leadership now required to support its expanded size and services, provides a career ladder for experienced staff, and enhances succession planning.

It is also revised to accurately describe the classification's essential functions, representative duties, and employment standards. An accurate specification is the basis for several human resource management activities including recruitment, classification, compensation setting, and performance management. As positions and classifications evolve to meet the needs of the organization, it is important that the specifications are updated to provide a clear and accurate description of what the job entails and how one may qualify for employment.

**OTHER AGENCY INVOLVEMENT:**

The Veterans’ Services Office and Administrative Office have been involved in the revisions of these specifications and concur with the specifications as proposed.

**Attachments:**

1. Veterans’ Services Office Organizational Chart – current
2. Veterans’ Services Office Organizational Chart – proposed
3. Current Specification for Assistant Veteran's Services Officer I-II class series
4. Specification reflecting proposed revisions and title change to Veteran's Services Representative I-II-III
Proposed Veterans Services Organization Chart
HUMAN RESOURCES DEPARTMENT

County of San Luis Obispo

VETERANS’ SERVICES REPRESENTATIVE I-II-III
(Class Series)

DEFINITION:

Classes in this series provide advice and assistance to veterans and/or their survivors or dependents in obtaining benefits provided by Federal, State or local legislation.

DISTINGUISHING CHARACTERISTICS:

The Veterans' Services Representative I (VSR I) is the entry level class in this series. Incumbents, under general supervision, learn to perform the more routine tasks necessary in assisting veterans and/or their survivors or dependents, to understand the benefits available to them, obtain required supporting documentation, and complete and submit applications and claims. While gaining knowledge and experience, they perform tasks that are less difficult and complex in nature and assist in performing more difficult and complex tasks.

The Veterans' Services Representative II (VSR II) is the journey level class in this series. Incumbents, under direction, perform the full scope of the duties independently.

The Veterans' Services Representative III (VSR III) is the advanced journey level class in the series. Under direction, serves as a technical subject matter expert for VSR I and II and other staff, independently performs and leads the most complex and specialized assignments and projects, and has considerable latitude for independent judgment and action. Incumbents may represent the Department at public meetings, assist in the development and implementation of policies and procedures, and/or lead, train, coach, and review the work of VSR I and II.

REPRESENTATIVE DUTIES:

(Not in order of importance)

- Reviews, interprets, and explains applicable laws, regulations, and program requirements regarding benefits for veterans and their survivors and dependents (clients); interviews and advises clients of the rights and benefits legally conferred to veterans by Federal, State or County...
agencies regarding compensation, rehabilitation, insurance, pensions, education, medical care, and other pertinent rights and benefits; answers inquiries regarding new legislation and legislative or administrative changes.

- Assists clients to obtain and compile documentation required for submitting applications and claims, including affidavits, discharges, birth certificates, death certificates, certificates of naturalization, medical reports and other types of evidence in support of applications and/or claims.
- Assists clients to obtain and prepare necessary forms and applications; forwards completed forms and documents to the appropriate Federal or State authority.
- Reviews and evaluates the decisions of the VA or other agencies regarding application determinations and claims decisions; advises clients on appropriate action or recourse including filing appeals.
- Corresponds with the Veterans' Administration (VA), local and State government agencies and with clients and/or their representatives in regard to claims or benefits.
- Confers with VSR III or Veterans Services Officer (VSO) on difficult cases; refers difficult or unusual cases as needed.
- Provides information regarding other resources and agencies; refers clients as appropriate and records all referral actions.
- Makes field call visits to home, hospitals and other agencies as needed.
- Prepares descriptive and statistical reports.
- Performs other related duties as required.

Additional duties of the Veterans' Services Representative III:
- Serves as a technical subject matter expert for VSR I and II and other staff.
- Performs and leads the most complex and specialized assignments, programs and projects; enters correctional, medical, and psychiatric facilities to provide claims assistance and assessments to clients.
• Measures program outcomes and evaluates program efficiency and effectiveness; recommends changes in the delivery of services, policies and procedures and assists in their development and implementation.
• Assists with and monitors claims actions taken by staff.
• Reviews State audit reports of claim activities and recommends appropriate corrective actions; assists in implementing corrective actions.
• Corresponds with State and Federal agencies on all issues related to claims activities taken by the office and claim processes used by the office.
• May represent the Veterans Services Office at public meetings or meetings with other County, State, or Federal departments or other organizations or agencies.
• Coordinates the efforts and actions of a program that includes treatment teams, boards, and/or services for program participants with various complex backgrounds and needs; interviews and assesses potential program participants to determine eligibility for the program.
• Gathers data and produce detailed oral, written, and statistical reports for assigned program(s).
• Provides general supervision to volunteers, temporary help employees, or interns serving a program.
• Determines caseload of VSR I or II, including length of claim appointments and number of claim appointments per day.
• May train, coach, and/or recommend personnel actions of VSR I and II.

EMPLOYMENT STANDARDS:

Knowledge of:
• Methods and techniques of conducting an investigative interview
• Professional standards for verbal and written communication, including public speaking
• Problem solving techniques
• Programs and services of Veterans' Administration and the State Department of Veterans' Affairs
• Veterans' benefits
• Community resources available to veterans
• Federal, State and local legislation and regulations relating to veterans

Deleted: Federal, State and local legislation and regulations relating to veterans; the organization and procedures of the Veterans' Administration and the State Department of Veterans' Affairs; medical terms used in legislation, regulations and claims presentation; community resources available to veterans; the principle sources of information important in completing veterans' claims.
• Medical terminology
• Modern office procedures, practices, and equipment
• Basic mathematics including fractions and percentages
• Basic personal computer usage and common software, including word processing, spreadsheet, calendar, and email

In addition to the above:

Veterans' Services Representative II:

Working knowledge of:
• Methods and techniques of conducting an investigative interview
• Techniques and standards of case administration
• Programs and services of Veterans' Administration and the State Department of Veterans' Affairs
• Veterans' benefits
• Community resources available to veterans
• Federal, State and local legislation and regulations relating to veterans
• Medical terms used in legislation, regulations and benefit claims

Veterans' Services Representative III:

Thorough knowledge of:
• Methods and techniques of conducting an investigative interview
• Techniques and standards of case administration
• Programs and services of Veterans' Administration and the State Department of Veterans' Affairs
• Veterans' benefits
• Community resources available to veterans
• Federal, State and local legislation and regulations relating to veterans
• Medical terms used in legislation, regulations and benefit claims

Knowledge of:
• Principles of leadership
• Accepted methods of employee training and work planning
• Project management

Deleted: Federal, State and local legislation and regulations relating to veterans; the organization and procedures of the Veterans' Administration and the State Department of Veterans' Affairs; medical terms used in legislation, regulations and claims presentation; community resources available to veterans; the principle sources of information important in completing veterans' claims.
**Ability to:**

- Successfully question, interview and counsel persons seeking aid and to advise them on their eligibility for aid and benefits
- Research and understand rules, regulations, directives and legislation affecting veterans
- Use sound judgment in interpreting and applying appropriate laws, codes, ordinances, regulations, policies, procedures, and guidelines
- Accurately, tactfully, clearly, and concisely convey complex laws, procedures, and benefits both verbally and in writing; present information effectively at meetings and public forums
- Operate a computer and assigned office equipment
- 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

*In addition to the above:*

**Veterans’ Services Representative III:**

- Train, mentor, and lead staff
- Coordinate and oversee the work of others
- Manage projects

**EDUCATION AND EXPERIENCE:**

*A combination of education, training and experience which could provide the required knowledge and abilities listed. This may include:*

**Veterans’ Services Representative I:**

*A combination of education and experience equivalent to completion of two years schooling in an accredited college or university with a major in Public Administration, Business Administration, Social Science or a closely related field. In addition, one year of experience involving interviewing or counseling.*
Veterans' Service Representative II:

Either A: Two years of experience as a Veterans' Service Representative, I or an equivalent position;

Or B: A combination of education and experience equivalent to graduation from an accredited four-year college or university with a degree in Public Administration, Business Administration, Social Science or a closely related field, and two years of experience involving interviewing or counseling.

Veterans' Service Representative III:

Two years of experience as a Veterans' Service Representative II or an equivalent position.

LICENSES AND CERTIFICATES:

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

SPECIAL SUBCLASS RECRUITMENT:

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.

Adopted: 09-10-64
Revised: 11-16-94
Revised: XX-XX-XX
TO: Civil Service Commission

DATE: December 19, 2018

FROM: Mark McKibben, Human Resources Analyst

SUBJECT: Revised Class Specification: Deputy Director-Social Services

RECOMMENDATION:
It is recommended that the Commission approve the revised Deputy Director-Social Services class specification as proposed.

DISCUSSION:
The County’s Social Services Department (DSS) supports the citizens of the County by administering multiple programs within three broad categories:
- Adult Services-including In-Home Supportive Services and Adult Protective Services
- Child Welfare Services-including Emergency Response, Family Reunification, Family Maintenance and Adoptions
- Participant Services-including CalFresh, CalWorks, Medi-Cal and General Assistance

The Department has approximately 515 staff members and has offices throughout the County.

New Director and New Structure
In January 2017, Devin Drake was appointed as the new Director of County Social Services. At that time, the executive level of the organizational structure included a single Assistant Social Services Director, overseeing all department programs. Additionally, the structure included a Senior Division Manager, overseeing Human Resources, Staff Development, Information Technology and Facilities, and a Department Administrator overseeing budget, finance and accounting functions. After approximately two years of operating within the current organizational structure, Mr. Drake is pursuing a new organizational structure that will replace the Assistant Director and Senior Division Manager positions with three Deputy Director positions. With the pending retirement of the incumbent Assistant Director, Social Services, Human Resources and the Administrative Office are now implementing the new organizational structure.
<table>
<thead>
<tr>
<th>Current Classes Reporting to the Director</th>
<th>New Reporting Structure to the Director</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant Social Services Director</td>
<td>Deputy Director – Adults &amp; Children</td>
</tr>
<tr>
<td>Senior Division Manager</td>
<td>Deputy Director – Participant Services</td>
</tr>
<tr>
<td>Department Administrator</td>
<td>Deputy Director – Finance &amp; Administration</td>
</tr>
</tbody>
</table>

**Classification History**
The Deputy Director job class was in use from 1987 until early 2007. In March of 2007, the Social Services Department was restructured to the Assistant Director model that exists today. The new structure will divide the department’s social programs into Adult & Children’s Services and Participant Services, each led by a Deputy Director. The third Deputy Director will oversee, finance, accounting, staff development, facilities and other support activities.

**Classification Revisions**
The revisions to the job specification more closely align it with corresponding Deputy Director classes in Public Works and Planning and Building. The Distinguishing Characteristics section outlines the differences between this class and the higher-level Director and lower-level Division Manager classes. The Representative Duty statements are mainly unchanged, as positions in the class will continue to focus on: directing Social Services Programs, providing technical expertise in programs, finance, budgeting and policy development, managing relationships with internal and external partners, and staff supervision. Except for the introductory minimum qualification verbiage approved by the Commission last month, the Education and Experience requirements are unchanged and remain in alignment with the various career paths in the department.

**INTENDED RESULTS:**
Approving the revisions to this classification will allow the pending reorganization to move forward, creating a more flexible, responsive and efficient organization.

**OTHER AGENCY INVOLVEMENT:**
The Department of Social Services and the County Administrative Office support the revised specification as proposed. This is a management classification and is unrepresented.

**Attachments:**
- DSS – Organizational Chart
- Deputy Director Social Services – Track Changes Version
- Deputy Director Social Services – Final Version
HUMAN RESOURCES DEPARTMENT

County of San Luis Obispo

DEPUTY DIRECTOR-SOCIAL SERVICES

DEFINITION:

Under the general direction of the County Social Services Director, plans, organizes, controls and directs the operations and activities of a significant sector/major organizational segment of the Social Services Department through other department managers; coordinates and directs communications, personnel, and resources to meet County and public social service needs and ensures effective and efficient Department activities; supervises and evaluates the performance of assigned personnel; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the higher-level County Social Services Director, in that the latter is the Department Head, whereas this class is responsible for directing specific functional areas, such as Adult and Child Services, Participant Services and Finance and Administration. This class is distinguished from the lower-level Division Manager-Social Services class in that the latter is assigned to regions or divisions that are subsets of specific functional areas.

REPRESENTATIVE DUTIES:

(Not in order of importance)

- Plans, organizes, controls and directs the operations and activities of the assigned organizational segment of the Social Services Department; establishes and maintains departmental timelines and priorities; ensures Department activities and related social services comply with established standards, requirements, internal controls, laws, codes, regulations, ordinances, policies and procedures.
• Coordinates and directs communications, personnel, and resources to meet County and public social service needs and ensures effective and efficient Department activities; oversees the development and implementation of Department programs, services, projects, functions, goals, objectives, systems and activities; recommends improvements when necessary; ensures proper and timely resolution of departmental issues, conflicts and discrepancies.

• Supervises and evaluates the performance of assigned personnel; interviews and selects employees and recommends transfers, reassignment, termination and disciplinary actions; coordinates subordinate work assignments and reviews work to ensure compliance with established standards, requirements and procedures; ensures employee understanding of established requirements.

• Provides consultation and technical expertise to administrators, personnel, outside agencies and the public concerning Department operations, activities and related social services; responds to inquiries, resolves issues and conflicts and provides detailed and technical information concerning related standards, practices, guidelines, laws, codes, rules, regulations, policies and procedures.

• Monitors and analyzes Department operations and related social services for financial effectiveness, operational efficiency and capacity to meet public needs; oversees the research, development and implementation of programs, policies, social services, standards, practices and procedures to enhance Department financial effectiveness, operational efficiency and capacity to meet public needs; establishes and maintains contact with community resources providing related services and assistance to the public.

• Participates in the development and preparation of the annual budget for the Social Services Department; analyzes and reviews budgetary and financial data; controls and authorizes expenditures in accordance with established limitations; recommends
adequate resources and personnel to meet Department needs; ensures optimal allocation of Department resources and personnel.

- Assists in the formulation and development of policies, procedures and programs; maintains current knowledge of laws, codes, rules, regulations and pending legislation related to County social services; oversee modification of programs, functions and procedures to ensure compliance with local, State and Federal requirements as needed.

- Communicates with administrators, personnel, outside organizations and governmental agencies to exchange information, coordinate activities and programs and resolve issues or concerns; attends and conducts a variety of meetings as assigned.

- Serves on various committees; prepares and delivers oral-verbal presentations to the Board of Supervisors, Community Based Organizations and department staff concerning Department operations and related social services, activities and initiatives.

- Serves as the Director Social Services in the absence of the administrator as directed. May act on behalf of the Director in their absence or as directed.

EMPLOYMENT STANDARDS:

Knowledge of:

- Planning, organization and direction of Social Services department operations and activities
- Practices, procedures and techniques involved in the development and implementation of Department programs, services, projects, functions, goals, objectives, systems and activities
- Current social service theories, issues and trends related to County programs
- Principles and practices of social service management including program and project
planning and analysis functions

- Federal, County and State standards, regulatory requirements, policies and objectives concerning social service programs and activities
- County organization, operations, policies and objectives
- Principles and practices of administration, supervision and training
- Budget management
- Effective oral and written communication and interpersonal skills
- Public relations techniques

**Ability to:**

- Plan, organize, control and direct the operations and activities of the Social Services Department
- Coordinate and direct communications, personnel and resources to meet County and public social service needs and ensure effective and efficient Department activities
- Supervise and evaluate the performance of assigned personnel
- Oversee the development and implementation of Department programs, services, projects, functions, goals, objectives, systems and activities
- Provide consultation and technical expertise concerning Department operations, activities and related social services
- Monitor, analyze and modify policies, procedures, programs and social services to enhance Department financial effectiveness, operational efficiency and capacity to meet public needs
- Communicate effectively both orally and in writing
- Interpret, apply and explain rules, regulations, policies and procedures
- Establish and maintain cooperative and effective working relationships with others
- Operate a computer and assigned office equipment
- Plan and organize own work and work of others with successful results

**EDUCATION AND EXPERIENCE:**

A combination of education, training and experience which provide the required
knowledge, skills and abilities listed. Typically, this would include:
Graduation from an accredited four-year college or university with a bachelor's degree in
business administration, public administration, social sciences or a closely related field. (Job-
related experience may substitute for the required education on a year-for-year basis.) In
addition, five years of increasingly responsible experience performing a variety of
administrative and fiscal activities in a public, social services agency, including two years in a
management position.

LICENSES AND OTHER REQUIREMENTS:
A valid driver 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.

SPECIAL SUBCLASS RECRUITMENT:
Recruitments for this classification may be conducted according to the special division or
programs in which the vacancy exists and the requirements of the position, including any
specialized licensure.

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.

Adopted: 10-21-87
Revised: 4-28-04
Revised: 12-19-18
HUMAN RESOURCES DEPARTMENT

County of San Luis Obispo

DEPUTY DIRECTOR-SOCIAL SERVICES

DEFINITION:

Under the general direction of the County Social Services Director, plans, organizes, controls and directs the operations and activities of a major organizational segment of the Social Services Department through department managers; coordinates and directs communications, personnel, and resources to meet County and public social service needs and ensures effective and efficient Department activities; supervises and evaluates the performance of assigned personnel; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the higher-level County Social Services Director, in that the latter is the Department Head, whereas this class is responsible for directing specific functional areas, such as Adult and Child Services, Participant Services and Finance and Administration. This class is distinguished from the lower-level Division Manager-Social Services class in that the latter is assigned to regions or divisions that are subsets of specific functional areas.

REPRESENTATIVE DUTIES:

(Not in order of importance)

- Plans, organizes, controls and directs the operations and activities of assigned organizational segment of the Social Services Department; establishes and maintains departmental timelines and priorities; ensures Department activities and related social services comply with established standards, requirements, internal controls, laws, codes, regulations, ordinances, policies and procedures.
• Coordinates and directs communications, personnel, and resources to meet County and public social service needs and ensures effective and efficient Department activities; oversees the development and implementation of Department programs, services, projects, functions, goals, objectives, systems and activities; recommends improvements when necessary; ensures proper and timely resolution of departmental issues, conflicts and discrepancies.

• Supervises and evaluates the performance of assigned personnel; interviews and selects employees and recommends transfers, reassignment, termination and disciplinary actions; coordinates subordinate work assignments and reviews work to ensure compliance with established standards, requirements and procedures; ensures employee understanding of established requirements.

• Provides consultation and technical expertise to administrators, personnel, outside agencies and the public concerning Department operations, activities and related social services; responds to inquiries, resolves issues and conflicts and provides detailed and technical information concerning related standards, practices, guidelines, laws, codes, rules, regulations, policies and procedures.

• Monitors and analyzes Department operations and related social services for financial effectiveness, operational efficiency and capacity to meet public needs; oversees the research, development and implementation of programs, policies, social services, standards, practices and procedures to enhance Department financial effectiveness, operational efficiency and capacity to meet public needs; establishes and maintains contact with community resources providing related services and assistance to the public.

• Participates in the development and preparation of the annual budget for the Social Services Department; analyzes and reviews budgetary and financial data; controls and authorizes expenditures in accordance with established limitations; recommends
adequate resources and personnel to meet Department needs; ensures optimal allocation of Department resources and personnel.

- Assists in the formulation and development of policies, procedures and programs; maintains current knowledge of laws, codes, rules, regulations and pending legislation related to County social services; oversee modification of programs, functions and procedures to ensure compliance with local, State and Federal requirements as needed.

- Communicates with administrators, personnel, outside organizations and governmental agencies to exchange information, coordinate activities and programs and resolve issues or concerns; attends and conducts a variety of meetings as assigned.

- Serves on various committees; prepares and delivers verbal presentations to the Board of Supervisors, Community Based Organizations and department staff concerning Department operations and related social services, activities and initiatives.

- May act on behalf of the Director in their absence or as directed.

**EMPLOYMENT STANDARDS:**

**Knowledge of:**

- Planning, organization and direction of Social Services department operations and activities
- Practices, procedures and techniques involved in the development and implementation of Department programs, services, projects, functions, goals, objectives, systems and activities
- Current social service theories, issues and trends related to County programs
- Principles and practices of social service management including program and project planning and analysis functions
• Federal, County and State standards, regulatory requirements, policies and objectives concerning social service programs and activities
• County organization, operations, policies and objectives
• Principles and practices of administration, supervision and training
• Budget management
• Effective oral and written communication and interpersonal skills
• Public relations techniques

Ability to:
• Plan, organize, control and direct the operations and activities of the Social Services Department
• Coordinate and direct communications, personnel and resources to meet County and public social service needs and ensure effective and efficient Department activities
• Supervise and evaluate the performance of assigned personnel
• Oversee the development and implementation of Department programs, services, projects, functions, goals, objectives, systems and activities
• Provide consultation and technical expertise concerning Department operations, activities and related social services
• Monitor, analyze and modify policies, procedures, programs and social services to enhance Department financial effectiveness, operational efficiency and capacity to meet public needs
• Communicate effectively both orally and in writing
• Interpret, apply and explain rules, regulations, policies and procedures
• Establish and maintain cooperative and effective working relationships with others
• Operate a computer and assigned office equipment
• Plan and organize own work and work of others with successful results

EDUCATION AND EXPERIENCE:
A combination of education, training and experience which provide the required knowledge, skills and abilities listed. Typically, this would include:
Graduation from an accredited four-year college or university with a bachelor's degree in business administration, public administration, social sciences or a closely related field. In addition, five years of increasingly responsible experience performing a variety of administrative and fiscal activities in a public, social services agency, including two years in a management position.

LICENSES AND OTHER REQUIREMENTS:
A valid driver 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.

SPECIAL SUBCLASS RECRUITMENT:
Recruitments for this classification may be conducted according to the special division or programs in which the vacancy exists and the requirements of the position, including any specialized licensure.

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.

Adopted: 10-21-87
Revised: 4-28-04
Revised: 12-19-18
HUMAN RESOURCES DEPARTMENT
San Luis Obispo County

EMERGENCY SERVICES MANAGER

DEFINITION:
Under general direction, plans, organizes, manages and directs the personnel and functions of the County’s Office of Emergency Services (OES); plans and coordinates the County's preparation, response, recovery and mitigation relating to hazards, emergencies and disasters.

DISTINGUISHING CHARACTERISTICS:
This single position management classification, reporting to County Administrative Officer or their designee, is responsible for planning, developing, and coordinating the operations of the OES and its county-wide emergency preparedness programs. The duties and responsibilities require a high degree of initiative and diplomacy, as well as advanced administrative, planning, and communication skills.

REPRESENTATIVE DUTIES:
(Not in order of importance)
- Leads the development of the County’s emergency management objectives and priorities; develops policies, plans, and procedures to achieve objectives; develops OES performance measures
- Directs and coordinates preparation and maintenance of response, recovery and mitigation plans for emergencies and hazards such as earthquakes, tsunamis, fires, radiologic or hazardous materials, nuclear power plant accidents, transportation accidents, floods or landslides
- Develops interagency relations and coordinates interagency planning with local, state, federal, private, and volunteer organizations and agencies with emergency response roles.
- Coordinates and manages emergency operations during significant incidents or proclaimed disasters under the direction of the County Administrative Officer (Emergency Services Director), or designee; works closely with designated Incident Commanders and assists with the operations and administration of the EOC.
• Regularly evaluates OES performance against established performance measures and objectives
• Provides technical expertise to County departments and Operational Area jurisdictions related to implementation of disaster response and recovery plans.
• Ensures emergency facility readiness at locations including the Emergency Operations Center (EOC) and Joint Information Center (JIC); oversees regular equipment testing and upgrades, and procedure maintenance.
• Ensures compliance with National Incident Management System (NIMS) and Standardized Emergency Management System (SEMS) requirements.
• Oversees management and operation of public alert and notification systems, the Emergency Alert System, Wireless Emergency Alert, reverse telephonic notification systems, and Early Warning System sirens.
• Ensures maintenance and updates of OES website and social media outlets.
• Prepares and maintains OES related budgets; administers financial documents and procedures including claims, invoices, expense/revenue tracking and reporting.
• Manages public education and information activities related to emergency services; provides education and information where appropriate; prepares and presents oral and written reports to officials, press, employees, and community groups
• Plans and executes administrative projects including database management, procurement, call-out lists, and internal procedures.
• Responds to actual emergencies during EOC activations or as otherwise needed.
• Serves in rotation as OES on-call duty officer.

Duties specific to Diablo Canyon Power Plant:
• Ensures Nuclear Power Plant regulatory compliance through ongoing planning, training, exercising, reporting, and evaluation of emergency services plans and procedures.
• Manages radiological equipment testing, inventorying, and deployment.
• Conducts annual emergency worker radiological response training.
• Monitors the fleet of decontamination supply trailers; ensures maintenance and proper inventory to meet federal nuclear power plant regulations and ensure readiness.

5a.2
• Oversees operation of dose assessment and plume modeling software and data collection systems.
• Plans, prepares and participates in FEMA Evaluated Nuclear Power Plant exercises and other ongoing drills.
• Performs related duties as required.

EMPLOYMENT STANDARDS:

Knowledge of:
• Principles and practices of current emergency planning, training and management
• Principles of terrorism response and planning
• Principles and practices of emergency management to include the Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code) and the National Incident Management System (NIMS)
• Policies and procedures pertaining to emergency management
• Principles and practices of work safety
• Local County and governmental organization, legislative procedures, legal practices and applicable laws, codes, regulations, policies and procedures
• Project management and contract administration
• Budgeting practices regarding monitoring and control
• Current organizational practices and theories
• Professional standards for verbal and written communication skills
• Applicable laws, codes, regulations, policies and procedures
• Principles and practices of supervision and training
• Interpersonal skills using tact, patience and courtesy
• Modern office procedures, and computer software and equipment applications

Ability to:
• Organize, direct and implement a comprehensive countywide emergency services program involving County departments and staff, member agencies, volunteer groups, businesses, and community service organizations

• Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals

• Exercise independent judgement and initiative in solving difficult administrative, technical, and personnel problems or issues

• Act quickly and calmly in emergency situations; be effective in a fast-paced emergency environment; and make appropriate and timely decisions

• Keep informed of new technology, trends, techniques, laws and regulations relating to emergency services management

• Analyze and interpret budget, staff, and technical reports

• Develop, interpret, apply, and explain policies and procedures

• Monitor, evaluate and provide recommendations regarding program enhancement and modification

• Serve as liaison to County personnel and outside agencies regarding Emergency Services related issues

• Diagnose organizational problems and participate in the development of solutions to increase efficiency and productivity

• Prepare and administer a budget

• Supervise, train and evaluate personnel engaged in diverse technical and administrative programs and activities

• Work unusual or prolonged hours during emergencies or disasters and during training programs or preparedness exercises

• Gain cooperation through discussion and persuasion

• Work with various cultural and ethnic groups in a tactful and effective manner

• Establish and maintain effective working relationships with those contacted in the course of work.

• Communicate clearly and concisely, both verbally and in writing, including presenting findings and information to officials, press, employees, and community groups

• Operate standard office equipment including a computer and assigned software

• Manage and direct the work of other county employees and coordinate their efforts with those of other agencies

• Serve as liaison to County personnel and outside agencies regarding Emergency Services related issues

• Establish and maintain effective working relationships with those contacted in the course of work.

• Communicate clearly and concisely, both verbally and in writing, including presenting findings and information to officials, press, employees, and community groups

• Operate standard office equipment including a computer and assigned software
EDUCATION AND EXPERIENCE:
Graduation from an accredited four-year college or university with a bachelor's degree in public safety administration, emergency management, business administration, public administration, or a related field. (Job-related experience may substitute for the required education on a year-for-year basis.) In addition, eight (8) years of broad, extensive, and increasingly responsible experience in emergency preparedness planning, management and administration or a closely related field.

LICENSES/CERTIFICATES:
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.
Completion of Federal Emergency Management Institute (FEMA) Professional Development Series must be obtained within six (6) months of appointment.
Possession of a California Specialized Training Institute (CSTI) Emergency Management Specialist certificate, an International Association of Emergency Managers (IAEM) certificate, or an Associated Emergency Manager (AEM) certificate is desirable.
Possession of a Certified Emergency Manager (CEM) certificate is desirable.

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.