Public Comment can be submitted any time via email or U.S. Mail. Comments must be received by 5:00 p.m. Tuesday June 22, 2021 prior to the Civil Service Commission meeting. Please submit your comment to the Civil Service Commission Clerk at HR_CSCCLERK@co.slo.ca.us or send comment to the address below. Your comment will be placed into the administrative record of the meeting and forwarded to each commission member. Comments will not be read aloud or presented visually at the meeting.

Mailing Address:
Civil Service Commission Clerk
1055 Monterey St. Suite D-250
San Luis Obispo, CA 93408

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. April 28, 2021
   b. May 26, 2021

4. Request to Approve New Job Specification(s):
   a. Deputy Director – Auditor-Controller- Treasurer-Tax Collector-Public Administrator

5. Request to Approve Revised Job Specification(s):
   a. Correctional Technician I/II/III
6. Request to Approve Revised Job Specification(s):
   a. Division Manager – Public Health Nursing Services

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

8. Adjournment
Civil Service Commission

Regular Session Meeting

Wednesday April 28, 2021
3433 S. Higuera St., Room 101, San Luis Obispo, CA 93401

Present: President Nix, Commissioner Bergman and Commissioner Baltodano

Staff: Commission Secretary Mark McKibben
Commission Clerk Rosa Reyes

County Counsel: Nina Negranti, Assistant County Counsel

1. Call to Order/Flag Salute/Roll Call

President Nix called the meeting to order at 9:01 a.m. and led the flag salute. Roll was called. Commissioner Ohannesian and Vice President Nicholson were absent.

2. Public Comment Period

President Nix asked if there were any members of the public wishing to address the Commission on matters not on the agenda. President Nix recognized Mark McKibben, Principal Analyst and Commission Secretary for this meeting. Mr. McKibben introduced Mike Milby who will be the new Commission Clerk, filling behind Rosa Reyes. President Nix asked if there was anyone else wanting to make public comment. Seeing none, she asked Commission Clerk Ms. Reyes if there was public comment received by mail or email. The Clerk reported no public comment was received, and President Nix moved to the next item on the agenda.

3. Minutes
   a. March 24, 2021

The minutes from March 24, 2021 were considered. President Nix proposed amending the minutes to include her comments of support for the discussion on page 3a.007 under item 12 (Reports) President Nix had complemented the Human Resources Department on the 2020 Annual report on the improved accomplishments on achieving diversity at or above the parody of the population for the workforce with the County. She indicated we are always trying to do better but also recognized progress has been made.
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There were no other additions or amendments to the minutes. Commissioner Bergman made a motion to approve the minutes as amended and Commissioner Baltodano seconded the motion. Motion carried 3-0-2.

4. Request to Approve Revised Job Specification(s):
   a. Lab Assistant I/II

Teresa McCarthy White, Human Resources Analyst introduced Dr. Borenstein, County Health Officer via Zoom, Chief Deputy Taylor with the Sheriff Department via Zoom, Taj D’Entremont, Human Resources Analyst assigned to the Sheriff Department via Zoom and Frank Stapleton, Human Resources Analyst, assigned to the Health Agency. The recommendation is to update and retitle the Laboratory Assistant I/II classification that is utilized in the Public Health lab and the Sheriff Department crime lab. The primary purpose of the classification is to perform analysis on a variety of specimen and assist with lab operations. This specification was last revised in 1992 and was specifically written for lower-level assistant work performed in the public health laboratory. Today the classification is utilized in The Sheriff Department. Additional duties for both departments have been added that elevate the complexity and scope of the work being performed by the incumbents. The proposal is to add references to the Sheriff Department assignment as well as update and retitle the classification. After conversation with the SLOCEA, the representing union, management, and market research it was concluded the title change and other revisions are justified based on the current roles and responsibilities that are in place for this classification. Ms. McCarthy White turned it over to the Commission for questions.

Commissioner Baltodano asked for clarification regarding the term “urine drugs of abuse screens”. This is on page 4a.013, under the bullet points in Sheriff Office assignments section, line 73-75. Ms. McCarthy White clarified this was a technical term.

President Nix asked for educational purposes what the term “media” meant in context on page 4a.011, line 19. Dr. Borenstein explained it was the substance upon which an infectious disease organism is grown in a laboratory. President Nix reflected that there has been discussion in the past whether to replace “oral” with “verbal”: this is on page 4a.014, line 114, in the bullet point “Accurately remember and apply oral and written procedural instructions.” Ms. McCarthy White will update that language. Commissioner Bergman had no questions or proposed amendments.

President Nix asked if there were any persons who had public comment on this position. Seeing none, she asked Commission Clerk Ms. Reyes if there was public comment received by mail or email. Ms. Reyes reported none were received.

Commissioner Baltodano made a motion to approve the specification with the amendments and Commissioner Bergman seconded the motion. Motion carried 3-0-2.

5. Request to Approve Revised Job Specification(s):
   a. Agricultural Inspector/Biologist Trainee I/II/III (Eliminate Trainee Level & Update Spec)
Teresa McCarthy White, Human Resources Analyst corrected the agenda to reflect the correct title for the specification as Agricultural Inspector/ Biologist Trainee I/II/III. Ms. McCarthy White introduced Marc Lea, Assistant Agricultural Commissioner/Sealer via Zoom and Frank Stapleton, Human Resources Analyst. Ms. McCarthy White presented updates to this existing specification, the corresponding Weights/Measures Inspector Trainee I/II/III (Item 6) and a new specification, Supervising Agricultural/Weights & Measures Inspector (Item 7). The current specifications with the four levels were created in 1971 and last revised in 2010. The first proposal is to eliminate the trainee level to the two existing specs. The department currently utilizes the AG Weights and Measures Technician I/II classification to train individuals interested in moving into either one of the Inspector series. This makes the Trainee level unnecessary. Additional updates distinguish the representative duties and employment standards between the three levels.

The last proposal established the new Supervising Agricultural/Weights & Measures Inspector classification to assist Deputy Ag Commission Sealers with the supervision of staff and programs in their respective divisions. This classification will add a supervisory level in the organization to enable the Deputy Ag Commissioner Sealers to focus on management activities. After conversations with SLOCEA the representative union, the department and market research it was concluded the revisions and the creation of a new specification are justified based on the current roles and responsibilities in place. Ms. McCarthy White turned it over to the Commission for questions.

President Nix asked if there were any persons who had public comment on these specifications. Seeing none, she asked Commission Clerk Ms. Reyes if there was public comment. Ms. Reyes reported none were received.

Commissioner Bergman had no comments, questions, or amendments on this specification. Commissioner Baltodano had no substantive changes and complimented Human Resources on the preparation of these specifications. She only proposed additional wording to a sentence on page 5a.016 on line 25 and added a comma to a sentence. President Nix had no changes.

Commissioner Bergman made a motion to approve the specification with the amendments and Commissioner Baltodano seconded the motion. Motion carried 3-0-2.

6. **Request to Approve Revised Job Specification(s):**
   a. Weights/Measures Inspector Trainee I/II/III (Eliminate Trainee Level & update spec)

President Nix asked if there were any persons who had public comment on this position. Seeing none, she asked Commission Clerk Ms. Reyes if there was public comment. Ms. Reyes reported none were received.
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President Nix brought the matter back to the Commission for comments on this specification. Commissioner Baltodano pointed out there may be extra words in a couple of sentences. President Nix had no comments.

Commissioner Baltodano made a motion to approve the specification with the amendments and Commissioner Bergman seconded the motion. Motion carried 3-0-2.

7. Request to Approve New Job Specification(s):
   a. Supervising Agricultural/Weights & Measures Inspector

Commissioner Bergman and Commissioner Baltodano had no comments on this specification. President Nix had no comments on the specifications but complimented the thoroughness of the report.

President Nix asked if there were any persons who had public comment. Seeing none, she asked Commission Clerk Ms. Reyes if there was public comment received. Ms. Reyes reported none were received.

Commissioner Bergman made a motion to adopt the specification and Commissioner Baltodano seconded the motion. Motion carried 3-0-2.

8. Request to Abolish Obsolete Job Classifications

Mark McKibben, Principal Human Resources Analyst represented Human Resources in this matter. The request is to abolish 15 job classifications from the classification plan. Mr. McKibben reported Human Resources periodically reviews the classification plan to identify positions that may be deemed obsolete. These positions may become obsolete due to not being allocated over the last 5 years, being replaced by other classifications and reorganizations within departments. This was last brought before the Commission in 2016 and at that time there were 58 identified classifications that were obsolete. The last page of the agenda, 8.002, listed the 15 identified classifications and the reasons these positions are obsolete.

Civil Service Rules Rule 5.01 authorizes the Commission to establish/revise and abolish classifications. Mr. McKibben addressed a question from Commissioner Baltodano, clarifying the term "Legacy/Retired". Commissioner Bergman had no questions or comments. President Nix had a question about the Cal Id Coordinator position, specific classification in the Sheriff Department, which Mr. McKibben answered.

President Nix asked if there were any persons who had public comment on this item. Seeing none, she asked Commission Clerk Ms. Reyes if there was public comment received. Ms. Reyes reported none were received.

Commissioner Baltodano made a motion to adopt the specification and Commissioner Bergman seconded the motion. Motion carried 3-0-2.

9. Reports
President Nix reported she believed some of the candid discussions over several months between the Commission and Human Resources has brought clarity. She also wanted to compliment the HR staff and director on the whole process and the consciences effort. Commission Counsel had nothing to report. Mr. McKibben provided an update on the current Grievances and Appeals Human Resources is working through. Commissioner Bergman requested the Rules Changes move forward. Mr. McKibben updated the Commission on Human Resources staffing limitations due to leaves and HR ‘s continued involvement in COVID19.

10. Adjournment

President Nix adjourned the meeting at 9:34 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.*
Civil Service Commission

Regular Session Meeting
Wednesday May 26, 2021
1055 Monterey Street, Suite D-271 San Luis Obispo, CA

Present: Vice President Nicholson, Commissioner Bergman, and Commissioner Baltodano

Staff: Commission Secretary Mark McKibben
Commission Clerk Mike Milby

County Counsel: Nina Negranti, County Counsel

Outside Counsel: Steve Simas, Attorney

1. Call to Order/Flag Salute/Roll Call
Commissioner Nicholson called the meeting to order at 9:01 a.m. and led the flag salute. Roll was called.

President Nix – Absent
Vice President Nicholson – Present
Commissioner Bergman – Present
Commissioner Baltodano – Present
Commissioner Ohannesian - Absent

2. Public Comment Period
Commissioner Nicholson asked if there were any members of the public wishing to address the commission on matters not on the agenda. There was no public comment.

3. Minutes
No Quorum of commissioners present to approve the minutes from the 4/28/2021 meeting. This will be tabled and presented at the next meeting.
4. Request to Approve New Job Specification(s):
   a. Deputy Director-Information Technology

Mark Zeltmann, Principal HR Analyst, introduced Daniel Milei, Director of Information Technology. Recommendation to approve two new classifications for the I.T. Department and revising the existing I.T. Manager classification. Mr. Zeltmann pointed out a correction on page 4a.007 – line 57 – it is redundant as language in line 60 addresses the issue. This job specification is designed to help the I.T. Director run the department, execute its mission and be responsible to resolve complex issues, research and develop strategies, planning, resource allocation and budgeting. This position is expected to improve operations, increase speed of delivery, increase technical changes and better secure technology assets. The I.T. Department does not currently have Assistant Director or Deputy Director positions in its organizational structure. Mr. Milei introduced himself to the commission and explained the structure of the I.T. Department is behind the times and should be updated to keep up with changing times and technological challenges. Mark McKibben, Principal HR Analyst, spoke to give perspective that the Information Technology Department was created when it was broken away from the General Services Agency and created as its own entity in 2014. Commissioner Bergman asked about the org chart showing three Deputy Directors. Mr. Milei explained that the managers of five departments currently report to him. Commissioner Bergman referred to page 4a.009, line 95, requesting the word “may” be changed to “shall.” Commissioner Baltodano asked if Mr. Milei sees a problem with changing the language. Mr. Milei answered that there is a probation cycle and if there are issues, the probation cycle will address this. At this level, it will most likely be an executive with significant experience. Commissioner Baltodano referred to an upcoming agenda item, Information Technology Manager, page 5a.007, line 63 which states: “Work effectively and maintain positive working relationships with others, including those of diverse perspectives and possess strong interpersonal skills such as listening, speaking, advisory, mediation, reconciliation, and consensus building.” Since this position is dealing with supervision at higher levels, she asked if this language would be helpful in the current position we are looking at now (item 4a)? Mr. Milei replied it is helpful and agreed it is a great recommendation. Mr. Zeltmann stated he will move that bullet point to page 4a.001 line 85-86. Commissioner Baltodano said that will be the same recommendation for upcoming item 4b as well. There were no further questions.

Public comments were from Ms. Schultz, SLOCEA, who stated this was an example of a top-heavy structure, and there are too many directors. No further public comments. Mr. McKibben stated the I.T. department is made up of many unrepresented professional positions. Commissioner Nicholson asked how many personnel are in the union versus not. Mr. Milei replied about 20 of the 86 employees are not represented, and that they are not hiring new people, just putting people in the right spot. Mr. McKibben pointed out the organizational structure of the department is up to the Board of Supervisors. Commissioner Bergman
Civil Service Commission

Motioned to approve the Job Specification as amended, changing the word “may” to “shall”, Commissioner Baltodano confirmed the new bullet point will be added, once confirmed, seconded the motion, Commissioner Nicholson called for the vote, motion carried 3-0-2.

b. Chief Information Security Officer

Mr. Zeltmann spoke on the request to approve the second Job Classification of Chief Information Security Officer. This position will be responsible for managing the county’s information security program, including the development and management of administrative controls and the acquisition and implementation of technical controls that impact all county departments. Mr. Zeltmann illustrated that the county is increasingly at risk of hackers and other bad actors. The addition of this class will enable the I.T. Department to attract and retain employees capable of developing and maintaining systems & programs to protect the county’s systems and assets. Mr. Milei spoke about the need for security and integrity in our systems, interacting with other agencies such as the FBI. Commissioner Baltodano asked about 4b.001, line 22, indicating the verbiage should be: “…Board of Supervisors, and…”. Mr. Zeltmann said he will make that change. Commissioner Baltodano also suggested 4b.003 line 62 should read: “…negative findings, the information security…” and on page 4b.005 line 143 if changing the word “may” to “shall” will Commissioner Bergman be comfortable with that. Mr. Milei suggested the word “shall” should be placed in the verbiage for consistency. Commissioner Baltodano suggested page 4b.005 line 132 after the semi colon, remove the word “and”. Commissioner Bergman recommended to change the word “may” to “shall” on line 143. Mr. Milei clarified they are eliminating one position to create this one, not adding more positions, it is really a change in job title. Commissioner Baltodano made a motion to approve the new job specification with the above-mentioned amendments, Commissioner Bergman seconded the motion, Commissioner Nicholson called for a vote, the motion carried 3-0-2.

5. Request to Approve Revised Job Specification(s):

a. Information Technology Manager

Mr. Zeltmann discussed the existing job specification has become out of date since it was introduced in 2002 and revised in 2007. The proposed revisions updating the Distinguishing characteristics reflect the introduction of the new Deputy Director positions. Mr. Milei expressed the changes in the work requirements over the past years in this field. Commissioner Baltodano asked for clarification in the Distinguishing Characteristics. Commissioner Bergman referred to page 5a.003 line 79 and asked if there was any problem with changing the word “may” to “shall” in this specification. Mr. Milei expressed this one would
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be better left with the word “may” left as is. Commissioner Nicholson asked if there were any public comments, none were made. Commissioner Bergman made a motion to accept the job specification with the amendment to correct the few typographical errors, Commissioner Baltodano seconded the motion, Commissioner Nicholson called for a vote, the motion carried 3-0-2.

6. Reports

Commission President – Vice President Nicholson – nothing to report.
Commission Counsel – nothing to report.
Commission Outside Counsel – nothing to report.
Commission Secretary – Acting Secretary Mr. McKibben reported on grievances and appeals. Two are working through the process within the HR department and staff are confident those will be resolved without the need for a hearing before the Commission. Mr. McKibben brought up the Rule Update Committee, there is a sub-committee that HR works with as we go through the negotiations with union representatives. The timeline is to bring the final rule updates to the commission in December to have tentative agreements before going back into negotiations with SLOCEA in January. It was confirmed that the commission had appointed Commissioners Nix and Baltodano to the sub-committee.

7. Public Comment on Closed Session Items

Members of the public wishing to address the Civil Service Commission on Closed Session matters agendized here may do so when recognized by the President. Presentations are limited to three minutes per individual.

8. Closed Session

CONFERENCE WITH LEGAL COUNSEL – PENDING LITIGATION (Government Code Section 54956.9(a)) – Formally initiated: Luther v. County of San Luis Obispo Civil Service Commission, San Luis Obispo Superior Court Case Number 20CV-0524. Nothing to report.

9. Adjournment

Commissioner Nicholson 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: June 23, 2021
FROM: Teresa McCarthy White, Human Resources Analyst
SUBJECT: New Class Specifications:

Deputy Director – Auditor-Controller-
Treasurer-Tax Collector-Public Administrator
Department: Auditor-Controller-Treasurer-Tax Collector-
Public Administrator
Appointing Authority: James Hamilton, Auditor-Controller-
Treasurer-Tax Collector-Public Administrator

RECOMMENDATION:
It is recommended that the Commission approve the new classification specification for Deputy Director - Auditor-Controller-Treasurer-Tax Collector-Public Administrator as proposed.

BACKGROUND:
The Auditor-Controller-Treasurer-Tax Collector-Public Administrator (ACTTCPA) is the Chief Financial Officer for County government. The ACTTCPA’s Office enhances the public’s trust by acting as a guardian of funds administered for the County, cities, schools, and special districts and by providing an independent source of financial information and analysis.

The department is split into two major functions, Auditor-Controller (AC) and Treasurer-Tax Collector-Public Administrator (TTCPA), with multiple divisions under each. The two functions were initially two separate departments with a Department Head and an Assistant Director for each until 2013 when the former Treasurer-Tax Collector retired, and the department was
moved under the Auditor-Controller with the single Assistant Director. The AC provides all accounting and auditing functions of the County and serves as an independent source of financial information and analysis for the public, local governmental agencies, County departments, and all other stakeholders. The division also provides financial reporting, including the Comprehensive Annual Financial Report, and manages the County’s Enterprise Financial System, SAP.

The Treasury Division safeguards and invests County funds, including funds for school districts and other local agencies, and provides information about investment performance. The Tax Collector Division is responsible for issuing secured and unsecured tax bills and County Business Licenses. It also collects Transient Occupancy Tax ("Hotel Tax") in the unincorporated areas of the County and Cannabis Business Taxes. Finally, the Public Administrator Division is responsible for administering the estates of deceased county residents when no other party is willing and able to administer these estates.

**DISCUSSION**

As proposed, these classifications will be the second highest level in the department’s organizational structure, replacing the single Assistant ACTTPA classification, which will be eliminated. Of the comparable agencies with both functions in the same department, all have a deputy model as opposed to an assistant-only model. The ACTTPA department provides such a wide array of both internal and external services that a single Assistant position is no longer sufficient to manage all the operations, functions, activities, and services across the multiple divisions.

The County has relied upon the Division Manager over the Treasurer-Tax Collector-Public Administrator to be a subject matter expert on analyzing investment opportunities and managing the collection of taxes. However, as the function continues to grow and become more
complex, as it did with the addition of Cannabis Business Taxes, the responsibilities have elevated to that of the Deputy Director level. Additionally, the two functions have separate career paths and succession plans requiring subject matter expertise gained from increasingly professional experience in the respective functions. Therefore, it is prudent that the management of the unique and complex operations of each function be properly staffed to uphold the ACTTC Office's fiduciary obligation to safe keep the County's financial resources.

RESULTS
By splitting these high-level duties between two classifications, the department anticipates being able to implement changes to law or procedures more seamlessly and more prudently manage public funds. The proposed specification accurately describes the duties and employment standards of the proposed classification and is consistent with current format, terminology, and titling standards.

OTHER AGENCY INVOLVEMENT
The ACTTCPA was involved and is in support of the classification specification as proposed.

Attachments:
1. Proposed Specification for Deputy Director - Auditor-Controller-Treasurer-Tax Collector-
   Public Administrator
2. Current Organizational Chart
3. Proposed Organizational Chart
DEFINITION:
Under general direction, plans, organizes, controls, and directs the operations, staff, activities, and fiscal functions of designated divisions of the Auditor-Controller Treasurer-Tax Collector-Public Administrator’s Office.

DISTINGUISHING CHARACTERISTICS:
Auditor-Controller Assignment: This assignment is distinguished by its responsibility for the General Accounting, Specialized Accounting, and Accounting Systems Automation divisions of the Auditor-Controller Treasurer-Tax Collector-Public Administrator’s Office.

Treasurer-Tax Collector-Public Administrator Assignment: This assignment is distinguished by its responsibility for the Public Service, Tax Collection, Treasury, and Public Administrator divisions of the Auditor-Controller Treasurer-Tax Collector-Public Administrator’s Office.

REPRESENTATIVE DUTIES:
(Not in order of importance)

- Ensures compliance with applicable laws, regulations, ordinances, and established policies and procedures.

- Monitors and evaluates existing departmental operations and services for financial effectiveness and operational efficiency; directs research, development, and implementation of process improvement strategies.

- Assists the Auditor-Controller-Treasurer-Tax Collector-Public Administrator (ACTTCPA) in developing countywide accounting policies, procedures, and standards applicable to County
departments and agencies under the Board of Supervisors.

- Acts on behalf of the ACTTCPA as the County’s Chief Fiscal Officer during his/ her absence; serves as the departmental spokesperson to the Board of Supervisors, other departments and agencies, and the local media in the absence of the ACTTCPA; represents the ACTTCPA on State and local committees and other activities as assigned.

- Coordinates and directs managers in the preparation, review, and analysis of a variety of financial reports, accounting transactions, documents, and correspondence to ensure accuracy, completeness, and compliance with established requirements; establishes and meets timelines and priorities.

- Participates in the development and preparation of the annual department budget; analyzes and reviews budgetary and financial data; controls and authorizes expenditures in accordance with established limitations; recommends adequate staffing and resource levels to meet department needs; develops and negotiates contracts as required.

- Participates in department-wide strategic planning, goal setting, and problem-solving as part of the ACTTCPAC’s office leadership team.

- Supervises, trains, and evaluates the performance of assigned staff; interviews and selects employees and recommends appointments, transfers, reassignments, and promotions; assigns employee duties and reviews work to ensure accuracy, completeness, and compliance with established standards, requirements, and procedures; develops, implements, and conducts training programs as required; takes immediate action to resolve and correct discipline problems and recommends suspension, demotion, and termination when deemed appropriate.

- Performs related duties as required.

**Additional Duties of the Auditor-Controller Assignment:**

- Manage general ledger accounting, budgetary accounting, cost accounting, capital assets accounting, accounts payable, administrative support, property tax and debt administration, payroll
processing, and financial statement preparation.

- Provides direction and oversight to managers and project leaders working on multi-departmental and/or multi-disciplinary accounting and systems projects, preparation of the County budget, forecasting, and other special projects as assigned.
- Assists in planning and reviewing financial, operational, and compliance audits of County departments, contractors, and related agencies; reviews audit reports to be presented to the Board of Supervisors and public and provide direction on report content and construction; supports the internal audit manager in presenting report recommendations to departments and agencies.

**Additional Duties of the Treasurer-Tax Collector Assignment:**

- Directs and participates in the monitoring, analysis, and projection of cash flow to anticipate account expenditure requirements and determine funds available for investment; coordinates and directs the monitoring of money market conditions and economic and financial trends to identify and analyze investment opportunities available to the County; negotiates the purchase, sale, and exchange of securities as directed.
- Manages the collection of secured and unsecured taxes, receipt and accounting of County funds, and administration of fees; oversees the review, evaluation, maintenance, adjustment of related funds and accounts; oversees real property tax sale processes.

**EMPLOYMENT STANDARDS:**

**Knowledge of:**

- Management of operations, functions, activities, and services of the ACTTCPA's office
- Theories, trends, principles, terminology, practices, and techniques related to County government accounting and auditing
- Policies, procedures, and practices related to accounting, auditing, and fiscal systems
- Applicable local, State, and Federal laws, codes, regulations, ordinances, policies, and procedures relating to County government accounting and special districts
- Financial statements and comprehensive accounting reports
- Financial and statistical research and record-keeping techniques
- Governmental budget methodology, preparation, and control
- Computerized accounting systems operations, audit trails, and controls
- Principles and practices of management, including program and project planning and evaluation
functions
- Principles and practices of administration, supervision, and training
- Basic public relations techniques
- Long and short-term strategic planning

Ability to:
- Provide leadership and input in the development of strategic plans and vision for the ACTTCPA’s office
- Plan and direct the work of assigned staff
- Engage with confidence in a variety of executive-level and public settings
- Commit to maintaining high service levels and professionalism in all verbal and written interactions with County departments, constituents, and executive stakeholders
- Analyze accounting, accounting systems, and auditing problems; prepare sound recommendations and adopt effective courses of action
- Provide direction and oversight to managers and project leaders in the design, development, and implementation of departmental and countywide management information systems
- Supervise, train, and evaluate the performance of management staff
- Communicate effectively both verbally and in writing
- Work independently and under pressure to meet changing schedules and timelines
- Independently reassess priority of assignments with fluctuating workloads
- Work comfortably and creatively in ambiguous new subject matter areas where detailed precedent for action may not exist
- Convey clear directions and encourage positive communication with and among staff
- Embrace and support ACTTCPA’s office policy, goals, guiding principles, and Mission – Vision - Values Statement
- Develop, encourage, and maintain positive working relationships; work effectively with others with diverse perspectives; possess strong interpersonal skills including listening, speaking, advisory, mediation, reconciliation, and consensus building
- Motivate staff to achieve high-performance standards and foster a spirit of teamwork and support
- Proactively seek out guidance or input from peer departments and counties when seeking solutions to complex accounting situations
- Provide constructive feedback and mentoring to staff at all levels of the department under both positive and challenging circumstances
EDUCATION AND EXPERIENCE:
Graduation from an accredited four-year college or university with a bachelor's degree in accounting, finance, business administration, computer science, mathematics, statistics or management information systems, or a related field including at least 8-semester units or 12 quarter units of college-level accounting courses. (Job-related experience may substitute for the required education, except for the accounting units, on a year-for-year basis.)

AND;

Six years of increasingly responsible experience performing accounting, auditing, tax collection, fund investment, and/or system analysis duties, including at least two years as a supervisor.

LICENSES AND 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.

SPECIAL SUBCLASS RECRUITMENT:
Recruitments may be conducted according to the divisions or programs in which the vacancy exists and the special requirements for the 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. If you have any questions regarding the employment standards, duties, or working conditions of the position, please contact the Human Resources Department at (805) 781-5959.
TO: Civil Service Commission

DATE: June 23, 2021

FROM: Teresa McCarthy White, Human Resources Analyst

SUBJECT: Classification: Correctional Technician I/II/III
Department: Sheriff's Office
Appointing Authority: Sheriff Ian Parkinson

RECOMMENDATION

It is recommended that the Commission approve the updates made to the Correctional Technician I/II/III specification as proposed. The proposed changes will allow for a broader applicant pool for this difficult-to-fill position.

BACKGROUND

Correctional Technicians perform a variety of duties in a secure custody environment including, booking, processing, and monitoring detainees. To succeed, incumbents must have the ability to work amidst noise and interruption, deal with difficult individuals in a custody environment, and see, hear, and read things that are sad and disturbing.

DISCUSSION

The Sheriff's Office and Human Resources have found that finding applicants who are able and willing to work in a custody environment as a Correctional Technician is a significant challenge and the current minimum qualifications restrict an already limited applicant pool. Over the last four recruitments, the County received an average of seventy-five applications per recruitment; however, by the end of the process, only an average of eight applicants were deemed qualified and remained interested in the role. This can be partially attributed to a portion of applicants dropping out of the competitive process after going on a tour of the jail. Furthermore, the department has lost 58% of its staff in that workgroup over the last three years. 75% of that turnover was due to probationary rejection or to seek other employment. These numbers
reflect the highly stressful environment where personality and fit are better indicators for success than specific job experience.

Applicants hired into the Correctional Technician I classification are required to complete fourteen to sixteen weeks of one-on-one training and comprehensive on-the-job training with daily and weekly evaluations before they are allowed to work independently in their role. This training program provides sufficient opportunity for applicants who may not have prior experience to become proficient in the technical aspects of their position like proper record keeping of inmate time served and date of release. The ability to acclimate to a custody environment is a qualification that is difficult to identify during the selection process, thus putting greater importance on performance feedback during the 12-month probationary period.

The proposed change is supported by the minimum qualifications for Correctional Technicians at our comparable agencies. Of the six agencies that had an equivalent position, all six had flexible minimum qualification language with up to two years of work experience as an example of how an entry-level applicant may gain the required knowledge, skills, and abilities.

RESULT

The proposed modification to the Correctional Technician I/II/III specification will provide a larger pool to participate in the selection process, providing the Sheriff’s Office a better opportunity to find individuals who are a good fit in a custody environment.

OTHER AGENCY INVOLVEMENT

The Sheriff’s Office and SLOCEA were involved in the modification of the specification and concur with the specification as proposed.

Attachments:

1. Correctional Technician I/II/III Classification Specification – Revisions Redlined
2. Correctional Technician I/II/III Classification Specification – Revisions Accepted
3. Organization Chart
CORRECTIONAL TECHNICIAN I/II/III
(Career Series)

DEFINITION:
Under general supervision, performs a variety of duties in support of maintaining a safe and secure custody environment. Responsibilities include booking, processing, and monitoring of detainees, and performing other related work as required.

Incumbents may be assigned to reception, booking, control rooms, or other areas within the County Jail or Court Services. Assignments may require responsibilities associated with the oversight of inmate’s activities and may require limited verbal inmate interaction on a limited basis. This series is distinguished from Correctional Deputy in that the latter is responsible for law enforcement activities inside and outside of detention facilities.

DISTINGUISHING CHARACTERISTICS:
Correctional Technician I: This is the entry-level position of the Correctional Technician series. Upon appointment to the position, new employees will undergo a comprehensive training program with frequent evaluation. After completion of the initial training, incumbents are expected to independently perform the full scope of duties for the position independently.

Correctional Technician II: This is the journey-level position of the series. Incumbents in this role are expected to be fully competent, work with minimum supervision, proficiently perform the full scope of duties for the position, and may assist in providing training support to staff in the Correctional Technician I position.

Correctional Technician III: This is the advanced level of the series and will be reserved for incumbents who are assigned training responsibilities. Incumbents in the Correctional Technician III position act as the lead-worker on an assigned work shift, provide formal training for those in the Correctional
Technician I classification will must be available to effectively respond to questions that may arise throughout the work shift, and provide assistance to other Technicians in with resolving a variety of issues.

**REPRESENTATIVE DUTIES:**

(Not in order of importance)

**All Classifications:**

- Records and confirms personal and criminal history information of detainees; completes booking records; keeps detainee population statistics; and maintains records of release dates.
- Operates computer systems and utilizes law enforcement data-bases such as CLETS and other state and local systems to access and record information on previous arrests, outstanding warrants, court dates, and the status of detainees.
- Receives, secures, and stores, and returns upon release detainee personal belongings of detainees, and return property upon release; may receive and receipt money collected from and/or deposited for detainees; maintains accurate accounting of detainee's funds and property requiring limited verbal inmate interaction.
- Coordinates appropriate paperwork associated with court appearances and release dates; responds to inquiries from staff, courts, and the public regarding the status of detainees.
- Collects and records cash, bail, and bail bonds received for the release of detainees.
- Assists in maintaining the security of assigned areas; monitors the movement and activity of detainees, staff, and visitors through direct visual contact and audio/video monitoring systems; grants entry to staff and visitors to secure areas of the jail as appropriate; calls for additional assistance and notifies appropriate personnel in emergency situations.
- Visually observes inmate visits in order to ensure safety and security in the custody environment; verbally assists with equipment issues; verbally corrects inmates if inappropriate behavior occurs; notifies sworn personnel if inappropriate behavior continues or requires physical intervention.
- Oversees the work of a small crew of inmates during the cleaning and maintenance of the facility.
- Visually observes inmate behavior as it relates to for compliance with rules and regulations; reports non-conforming inmate behavior to sworn personnel.
- Performs related duties as required.
Correctional Technician III (In addition to the above):
- Conducts the staff orientation and training of staff; provides guidance and direction on departmental and regulatory policies, rules, and procedures;
- Author Provides training evaluation reports for probationary employees;
- Assigns, instructs, and reviews the work of others to ensure accuracy and compliance with applicable rules, policies, and procedures;
- Informs Keep supervisors appraised on the training and performance of assigned staff; acts as a liaison between Correctional Technician I's and Supervising Correctional Technicians.

EMPLOYMENT STANDARDS:
Knowledge of:
All Classifications:
- Personal Computer applications, software, operations, and navigating web-based applications;
- Record keeping methods and procedures;
- Correct English usage, spelling, grammar, and punctuation;
- Basic mathematical skills and cash handling procedures;
- Proper telephone procedures and etiquette;
- Computer terminals and common business software;
- Procedures used in maintaining the security of a correctional or housing facility.

Correctional Technician III
(In addition to the above):
- Accepted methods of employee training and supervision;
- Proper employee evaluation techniques.

Ability to:
All Classifications:
- Effectively deal with irate individuals in difficult situations;
- Identify potentially dangerous situations and react quickly and calmly in emergency situations;
- Learn procedures used in maintaining the security of a detention correctional or housing facility;
- Perform several tasks simultaneously amid noise and interruption;
- Maintain accurate records;
• Establish and maintain positive and effective working relationships with staff, the public, and outside agencies;

• Operate a computer and assigned office equipment;

• Type at a speed of 35 net wpm;

• Communicate effectively, both verbally and in writing, with staff, the public, elected officials, and outside agencies;

• Foster a spirit of teamwork and interact professionally and courteously with the public and County staff;

• Perform basic mathematic calculations;

• Understand court paperwork and legal documents;

• Maintain confidentiality.

Correctional Technician III (In addition to the above):

• Organize and direct the work of others for effective results;

• Establish and meet deadlines;

• Write clear and concise training evaluations;

• Maintain confidentiality with regard to training and personnel matters.

EDUCATION AND EXPERIENCE:

Correctional Technician I: Either a): Graduation from high school or possession of a General Education Development (GED) Certificate; and two years of work experience as an Administrative Assistant II or equivalent; OR b) completion of two years (60 semester units or 90 quarter units) of college-level coursework at an accredited college or university in criminal justice, business administration, public administration, or a closely related field; OR c) any combination of work experience and college coursework to total two years.

Correctional Technician II: In addition to the above, one year of experience as a Correctional Technician I or equivalent is required.

Correctional Technician III: In addition to the above, one year of experience as a Correctional Technician II or equivalent is required.
LICENCES AND CERTIFICATES:
Certain positions within the 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.

OTHER CONDITIONS OF EMPLOYMENT:
Must be willing to work varying and/or rotating shifts, weekends, and holidays.

Character: Good moral character as determined by a thorough background investigation. No conviction by any state, the Federal Government, or a foreign government of a crime which could have been punishable by imprisonment in a Federal Penitentiary or a State Prison.

PHYSICAL/PSYCHOLOGICAL EXAM:
In accordance with Sheriff’s Office policy, a candidate’s physical, emotional, and mental health will be evaluated and must be free from any condition which might adversely affect the exercise of the performance of the duties of this 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 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: 03-28-90
BOS Approved: 09-19-17
Revised: 12-16-98
08-08-07
02-25-15
08-23-17
HUMAN RESOURCES DEPARTMENT

County of San Luis Obispo

CORRECTIONAL TECHNICIAN I/II/III
(Career Series)

DEFINITION:
Under general supervision, performs a variety of duties in support of maintaining a safe and secure custody environment. Responsibilities include booking, processing, and monitoring detainees.

Incumbents may be assigned to reception, booking, control rooms, or other areas in the County Jail or Court Services. Assignments may require responsibilities associated with the oversight of inmate activities and may require limited verbal inmate interaction. This series is distinguished from Correctional Deputy in that the latter is responsible for law enforcement activities inside and outside of detention facilities.

DISTINGUISHING CHARACTERISTICS:
Correctional Technician I: This is the entry-level position of the Correctional Technician series. Upon appointment, new employees will undergo a comprehensive training program with frequent evaluation. After completion of the initial training, incumbents are expected to perform the full scope of duties for the position independently.

Correctional Technician II: This is the journey-level position of the series. Incumbents in this role are expected to be fully competent, work with minimum supervision, proficiently perform the full scope of duties for the position, and may assist with training support for staff in the Correctional Technician I position.

Correctional Technician III: This is the advanced level of the series and is reserved for incumbents who are assigned training responsibilities. Incumbents in the Correctional Technician III position act as the lead-worker on an assigned work shift, provide formal training for those in the Correctional Technician I
classification, must be available to effectively respond to questions that may arise throughout the work shift, and assist other Technicians with resolving a variety of issues.

**REPRESENTATIVE DUTIES:**
(Not in order of importance)

*All Classifications:*

- Records and confirms personal and criminal history information of detainees; completes booking records; keeps detainee population statistics; and maintains records of release dates.
- Operates computer systems and utilizes law enforcement databases such as CLETS and other state and local systems to access and record information on previous arrests, outstanding warrants, court dates, and the status of detainees.
- Receives, secures, stores, and returns upon release detainee personal belongings; may receive and receipt money collected from and/or deposited for detainees; maintains accurate accounting of detainee funds and property requiring limited verbal inmate interaction.
- Coordinates appropriate paperwork associated with court appearances and release dates; responds to inquiries from staff, courts, and the public regarding the status of detainees.
- Collects and records cash, bail, and bail bonds received for the release of detainees.
- Assists in maintaining the security of assigned areas; monitors the movement and activity of detainees, staff, and visitors through direct visual contact and audio/video monitoring systems; grants entry to staff and visitors to secure areas of the jail as appropriate; calls for additional assistance and notifies appropriate personnel in emergency situations.
- Monitors inmate visits to ensure safety and security in the custody environment; verbally assists with equipment issues; verbally corrects inmates if inappropriate behavior occurs; notifies sworn personnel if inappropriate behavior continues or requires physical intervention.
- Oversees the work of a small crew of inmates during the cleaning and maintenance of the facility.
- Monitors inmate behavior for compliance with rules and regulations; reports non-conforming inmate behavior to sworn personnel.
- Performs related duties as required.

*Correctional Technician III (In addition to the above):*

- Conducts staff orientation and training; provides guidance and direction on departmental and regulatory policies, rules, and procedures.
• Provides training evaluation reports for probationary employees.
• Assigns, instructs, and reviews the work of others to ensure accuracy and compliance with applicable rules, policies, and procedures.
• Informs supervisors on the training and performance of assigned staff; acts as a liaison between Correctional Technician Is and Supervising Correctional Technicians.

EMPLOYMENT STANDARDS:

Knowledge of:

All Classifications:

• Computer applications, software, operations, and navigating web-based applications
• Record keeping methods and procedures
• Correct English usage, spelling, grammar, and punctuation
• Basic mathematical skills and cash handling procedures
• Proper telephone procedures and etiquette

Correctional Technician III

(In addition to the above):

• Accepted methods of employee training and supervision
• Proper employee evaluation techniques

Ability to:

All Classifications:

• Effectively deal with irate individuals in difficult situations
• Identify potentially dangerous situations and react quickly and calmly in emergency situations
• Learn procedures used in maintaining the security of a correctional or housing facility
• Perform several tasks simultaneously amid noise and interruption
• Maintain accurate records
• Establish and maintain positive and effective working relationships with staff, the public, and outside agencies
• Operate a computer and assigned office equipment
• Type at a speed of 35 net wpm
• Communicate effectively, both verbally and in writing, with staff, the public, elected officials, and outside agencies
• Foster a spirit of teamwork and interact professionally and courteously with the public and County staff
• Perform basic mathematic calculations
• Understand court paperwork and legal documents
• Maintain confidentiality

Correctional Technician III (In addition to the above):
• Organize and direct the work of others for effective results
• Establish and meet deadlines
• Write clear and concise training evaluations
• Maintain confidentiality of training and personnel matters

EDUCATION AND EXPERIENCE:
Correctional Technician I: Graduation from high school or possession of a General Education Development (GED) Certificate.

Correctional Technician II: In addition to the above, one year of experience as a Correctional Technician I or equivalent is required.

Correctional Technician III: In addition to the above, one year of experience as a Correctional Technician II or equivalent is required.

LICENSES AND CERTIFICATES:
Certain positions within the 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.

OTHER CONDITIONS OF EMPLOYMENT:
Must be willing to work varying and/or rotating shifts, weekends, and holidays.
Character: Good moral character as determined by a thorough background investigation. No conviction by any state, the Federal Government, or a foreign government of a crime which could have been punishable by imprisonment in a Federal Penitentiary or a State Prison.

PHYSICAL/PSYCHOLOGICAL EXAM:
In accordance with Sheriff's Office policy, a candidate's physical, emotional, and mental health will be evaluated and must be free from any condition which might adversely affect the exercise of the performance of the duties of this 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 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: 03-28-90
BOS Approved: 09-19-17
Revised: 12-16-98
  08-08-07
  02-25-15
  08-23-17
TO: Civil Service Commission
DATE: June 23, 2021
FROM: Teresa McCarthy White, Human Resources Analyst
SUBJECT: Classification: Division Manager – Public Health Nursing Services
          Department: Health Agency - Public Health
          Appointing Authority: Dr. Penny Borenstein

RECOMMENDATION

It is recommended that the Commission approve the updates made to the Division Manager – Public Health Nursing Services specification as proposed. The proposed changes will allow for a broader applicant pool for this difficult-to-fill position.

BACKGROUND

The classification, also known as Director of Nursing (DON), is responsible for planning, organizing, and directing the operations and activities of Public Health’s nursing services to enhance the operational efficiency and capacity to meet the public’s needs. The division is comprised of 75 nurses and support staff that provide comprehensive services for community members, including vaccines and immunizations, sexual and reproductive health, communicable disease follow-up, and medical testing at clinics, schools, homes, and other settings, and case management and home visiting services for vulnerable populations. The County currently employs both Community Health Nurses and Public Health Nurses, and both are required to possess a valid California Registered Nurse license at the time of application. In addition, Section 2818(a) of California’s Business and Professions Code states, “public health
nursing is a service of crucial importance for the health, safety, and sanitation of the population in all of California's communities” and thus requires that to be employed as a Public Health Nurse in California, an individual must also possess a valid California Public Health Nurse (PHN) Certificate. The DON is involved in strategic planning as a critical part of Public Health’s leadership team, oversees a budget of $11 million, serves on several local and regional committees, and provides consultation to administrators, staff, outside agencies, and the public.

**DISCUSSION**

The Health Agency and Human Resources have found that finding qualified applicants for this role is a significant challenge and the current minimum qualifications restrict an already limited applicant pool. Human Resources is currently running its third recruitment for this position after the last incumbent left nearly a year ago and has been unable to find a suitable candidate that meets all the minimum qualifications. For this latest attempt, Human Resources requested the assistance of a health industry recruiter and, to date, still only have three applicants with the PHN Certificate after four months of advertising.

The PHN certificate requires applicants to have a valid CA Registered Nurse license, possession and transcripts of a baccalaureate or entry-level master’s degree in nursing (including coursework in public health nursing), and verification of training in the detection, prevention, reporting requirements, and treatment of child neglect and abuse. Applicants must also complete an application and pay a fee. This certificate has been identified as an unnecessarily restrictive barrier to application as an individual can obtain the knowledge, skills, and abilities to perform this role through experience in the private sector or in another state, where a California PHN certificate is not required. Because applicants may be from the private sector or
out of state, we recommend giving the appointing authority the discretion to hire candidates without a PHN certificate and provide up to 12 months for them to obtain their California PHN certificate.

RESULT

The proposed modification to the Division Manager – Public Health Nursing Services specification will help provide a larger pool of applicants to participate in the selection process, providing the Health Agency a better opportunity to find qualified individuals who can excel in the role but have not yet obtained the required California PHN certificate.

OTHER AGENCY INVOLVEMENT

The Health Agency was involved in the modification of the specification and concur with the specification as proposed.

Attachments:

1. Division Manager – Public Health Nursing Services Classification Specification – Revisions Redlined
2. Division Manager – Public Health Nursing Services Classification Specification – Revisions Accepted
3. Organization Chart
DIVISION MANAGER - PUBLIC HEALTH NURSING SERVICES

DEFINITION:
Under direction plans, organizes, and directs the operations, activities, and public health nursing services of the Health Agency; coordinates and directs personnel, resources, and communications to meet identified County and public health nursing service needs and assures effective and efficient division activities; supervises and evaluates the performance of assigned personnel; and performs other duties as assigned.

REPRESENTATIVE DUTIES:
(Not in order of importance)

- Plans, organizes, and directs the operations, activities, and nursing services of the division; establishes and maintains timelines and priorities; assures County and public compliance with established State, Federal, and County standards, laws, codes, regulations, policies, and procedures related to public health nursing services.

- Coordinates and directs personnel, resources, and communications to meet identified County and public health nursing needs and assures effective and efficient division activities; collaborates with other administrators, departments, personnel, and outside agencies in the development and implementation of division programs, services, projects, strategies, polices, procedures, goals, and objectives.

- 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 assure accuracy, completeness, and compliance with established standards, requirements, and procedures; establishes and
maintains time-lines and priorities.

- Coordinates communications between administrators, staff, other departments, outside organizations, and the public; develops and implements special project plans in response to public health concerns and complaints; directs organizational compliance audits; assures proper and timely resolution of issues and problems related to assigned activities; coordinates, attends, and conducts a variety of meetings as assigned; serves on various committees, commissions, and task forces as required; prepares and delivers oral presentations concerning assigned functions as directed.

- Monitors and evaluates assigned services for progress, financial effectiveness, operational efficiency, and capacity to meet needs of community health programs; participates in the research, development, and implementation of services, systems, standards, practices, programs, policies, and procedures to enhance division operational efficiency and capacity to meet public needs.

- Provides consultation to administrators, personnel staff, outside agencies, and the public concerning division operations and related services; responds to inquiries, resolves issues and conflicts, and provides detailed and technical information concerning related standards, practices, guidelines, requirements, laws, regulations, goals, objectives, policies, and procedures; maintains current knowledge of laws, codes, rules, regulations, and pending legislation related to assigned programs and functions; modifies programs, functions, and procedures to assure compliance with local, State and Federal requirements as needed.

- Plans, organizes, and directs a variety of special services for identified members of the public; establishes and maintains contact with community resources providing related services and assistance to the public; assures proper and timely communication of goals and objectives; coordinates activities to enhance public awareness of assigned public health services.

- Directs and participates in the preparation and maintenance of a variety of narrative and statistical records, reports, and files related to public health nursing services, projects, programs, compliance, personnel staff, budgets, financial activity, and assigned duties; assures mandated

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reports are submitted to appropriate governmental agency according to established timelines.

- Participates in the development and preparation of the annual budget for assigned division; analyzes and reviews budgetary and financial data; controls and authorizes expenditures in accordance with established limitations; assists with obtaining grants and other funding as assigned; recommends adequate personnel and resource levels to meet division needs; develops and negotiates contracts as required.

- Performs related duties as required.

EMPLOYMENT STANDARDS:

Knowledge of:

- Management of operations, functions, activities, and services of Public Health Nursing Services division of the Health Agency
- Theories, trends, principles, terminology, practices, and techniques related to assigned area of specialty
- Principles and practices of management, including program and project planning and evaluation functions
- Local, State, and Federal standards, laws, codes, regulations, policies, procedures, and requirements governing public health nursing and community health program needs
- Principles and practices of administration, supervision, and training
- Budget preparation and control
- Effective oral and written communication and interpersonal skills
- Operation of a computer and assigned software
- Risk communication and basic public relations techniques

Ability to:

- Plan, organize, and direct the operations, functions, activities, and services of the Public Health Nursing division of the Health Agency
- Coordinate and direct personnel, resources, and communications to meet identified County and public service needs and assure effective and efficient activities
- Develop and implement special project plans in response to public health nursing concerns and...
complaints

- Assure proper and timely resolution of issues and conflicts related to division
- Supervise and evaluate the performance of assigned personnel
- Participate in the research, development, implementation, and evaluation of public health nursing services, systems, standards, practices, programs, projects, policies, and procedures
- Provide consultation concerning division operations and related services
- 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 for successful results

EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor of science degree in nursing. In addition,

**AND:** Four years of progressively responsible nursing experience, including two years in a supervisory or administrative capacity as a public health nurse after receipt of a California public health nurse certificate -- two years of the required experience must be as a supervisor in a public health agency.

Possession of a Master’s Degree in Nursing or Public Health may substitute for one year of the required non-supervisory experience.

LICENSES/CERTIFICATES:

A valid California Public Health Nurse Certificate is required at the time of application within six-months of appointment. The six-month requirement may be extended up to an additional six months at the discretion of the appointing authority. A valid California license as a Registered Nurse (RN) is required at the time of application and must be maintained throughout employment. A RN license in a probationary status is a disqualification.

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.
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-Human Resources Department at (805) 781-5959.

Approved: 03-22-06
DIVISION MANAGER - PUBLIC HEALTH NURSING SERVICES

DEFINITION:
Under direction plans, organizes, and directs the operations, activities, and public health nursing services of the Health Agency; coordinates and directs staff, resources, and communications to meet identified County and public health nursing service needs and assures effective and efficient division activities; supervises and evaluates the performance of assigned staff.

REPRESENTATIVE DUTIES:
(Not in order of importance)

- Plans, organizes, and directs the operations, activities, and nursing services of the division; establishes and maintains timelines and priorities; assures County and public compliance with established State, Federal, and County standards, laws, codes, regulations, policies, and procedures related to public health nursing services.

- Coordinates and directs staff, resources, and communications to meet identified County and public health nursing needs and assures effective and efficient division activities; collaborates with other administrators, departments, staff, and outside agencies in the development and implementation of division programs, services, projects, strategies, policies, procedures, goals, and objectives.

- Supervises and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignment, termination, and disciplinary actions; coordinates subordinate work assignments and reviews work to assure accuracy, completeness, and compliance with established standards, requirements, and procedures; establishes and maintains timelines and priorities.
• Coordinates communications between administrators, staff, other departments, outside organizations, and the public; develops and implements special project plans in response to public health concerns and complaints; directs organizational compliance audits; assures proper and timely resolution of issues and problems related to assigned activities; coordinates, attends, and conducts a variety of meetings as assigned; serves on various committees, commissions, and task forces as required; prepares and delivers presentations concerning assigned functions as directed.

• Monitors and evaluates assigned services for progress, financial effectiveness, operational efficiency, and capacity to meet needs of community health programs; participates in the research, development, and implementation of services, systems, standards, practices, programs, policies, and procedures to enhance division operational efficiency and capacity to meet public needs.

• Provides consultation to administrators, staff, outside agencies, and the public concerning division operations and related services; responds to inquiries, resolves issues and conflicts, and provides detailed and technical information concerning related standards, practices, guidelines, requirements, laws, regulations, goals, objectives, policies, and procedures; maintains current knowledge of laws, codes, rules, regulations, and pending legislation related to assigned programs and functions; modifies programs, functions, and procedures to assure compliance with local, State and Federal requirements as needed.

• Plans, organizes, and directs a variety of special services for identified members of the public; establishes and maintains contact with community resources providing related services and assistance to the public; assures proper and timely communication of goals and objectives; coordinates activities to enhance public awareness of assigned public health services.

• Directs and participates in the preparation and maintenance of a variety of narrative and statistical records, reports, and files related to public health nursing services, projects, programs, compliance, staff, budgets, financial activity, and assigned duties; assures mandated reports are submitted to appropriate governmental agency according to established timelines.
• Participates in the development and preparation of the annual budget for assigned division; analyzes and reviews budgetary and financial data; controls and authorizes expenditures in accordance with established limitations; assists with obtaining grants and other funding as assigned; recommends adequate staff and resource levels to meet division needs; develops and negotiates contracts as required.

• Performs related duties as required.

EMPLOYMENT STANDARDS:

Knowledge of:

• Management of operations, functions, activities, and services of Public Health Nursing Services division of the Health Agency
• Theories, trends, principles, terminology, practices, and techniques related to assigned area of specialty
• Principles and practices of management, including program and project planning and evaluation functions
• Local, State, and Federal standards, laws, codes, regulations, policies, procedures, and requirements governing public health nursing and community health program needs
• Principles and practices of administration, supervision, and training
• Budget preparation and control
• Effective verbal and written communication and interpersonal skills
• Operation of a computer and assigned software
• Risk communication and basic public relations techniques

Ability to:

• Plan, organize, and direct the operations, functions, activities, and services of the Public Health Nursing division of the Health Agency
• Coordinate and direct staff, resources, and communications to meet identified County and public service needs and assure effective and efficient activities
• Develop and implement special project plans in response to public health nursing concerns and complaints

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• Assure proper and timely resolution of issues and conflicts related to division
• Supervise and evaluate the performance of assigned staff
• Participate in the research, development, implementation, and evaluation of public health nursing services, systems, standards, practices, programs, projects, policies, and procedures
• Provide consultation concerning division operations and related services
• Communicate effectively both verbally 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 for successful results

EDUCATION AND EXPERIENCE:
Graduation from an accredited four-year college or university with a Bachelor of Science degree in nursing.

AND; Four years of progressively responsible nursing experience, including two years in a supervisory or administrative capacity.

Possession of a Master’s Degree in Nursing or Public Health may substitute for one year of the required non-supervisory experience.

LICENSES/CERTIFICATES:
A valid California Public Health Nurse Certificate is required within six-months of appointment. The six-month requirement may be extended up to an additional six months at the discretion of the appointing authority. A valid California license as a Registered Nurse (RN) is required at the time of application and must be maintained throughout employment. An RN license in a probationary status is a disqualification.

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.

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.

Approved: 03-22-06