

Civil Service Commission



Jed Nicholson *Commission President, District 1*
Lesley Santos *District 2*
Erica Flores Baltodano *Commission Vice President, District 3*
David Warren *District 4*
Gere Sibbach *District 5*

Jamie L. Russell *Commission Secretary*

AGENDA

County of San Luis Obispo Civil Service Commission

Regular Session Meeting

Wednesday January 28, 2026 @ 9:00 a.m.

1055 Monterey Street, Suite D-271, San Luis Obispo, CA 93408

1. Call to Order / Flag Salute / Roll Call

2. Election of Officers

3. 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.

4. Minutes

The following draft minutes are submitted for approval:

- a. November 19, 2025

5. Reports

Commission President

Commission Counsel

Commission Outside Counsel

Commission Secretary

6. Receive and File: List of Job Classification Updates for Compliance with California Senate Bill 1100

7. Request to Approve New Job Specification(s), Approve Revised Job Specification(s), and Abolish Obsolete Job Specification(s):

- a. Program Analyst (New), Health & Human Services Program Analyst (New), Program Manager (New), Health & Human Services Program Manager (New), Program Manager I-II (Obsolete)
- b. Public Health Nutritionist I-II (Revised), Supervising Public Health Nutritionist (New)

8. Adjournment

Civil Service Commission



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2 **Lesley Santos** *District 2*
3 **Erica Flores Baltodano** *Commission Vice President, District 3*
4 **David Warren** *District 4*
5 **Gere Sibbach** *District 5*

6
7 **Jamie L. Russell** *Commission Secretary*
8

Minutes

County of San Luis Obispo Civil Service Commission

Regular Session Meeting

12 **Wednesday, November 19, 2025 @ 9:00 a.m.**

13 **1055 Monterey Street, Suite D-271, San Luis Obispo, CA 93408**

14
15 **Present:** Commissioners: Vice President Baltodano, Commissioner
16 Santos, Commissioner Warren, Commissioner Sibbach
17

18 Staff: Commission Secretary Jamie Russell
19 Commission Clerk Shaley Salsbury
20

21 County Counsel: Daniel Solish
22

23 Outside Counsel: Steve Simas
24

25 **Absent:** Commissioners: President Nicholson
26

1. Call to Order / Flag Salute / Roll Call

27 Commission Vice President Baltodano called the meeting to order at 9:00am and led the flag
28 salute. Roll was called. Commission President Nicholson was absent.
29

30 2. Public Comment Period

31 Members of the public wishing to address the Civil Service Commission on matters other than
32 those scheduled below may do so when recognized by the Vice President. Presentations are
33 limited to three minutes per individual. Theresa Schultz, senior labor representative for
34 SLOCEA, thanked the Commission for their dedication to fairness and serving the employees,
35 professionalism with SLOCEA, and thoughtful deliberation and consideration of the unions'
36 perspective throughout her career. Commissioners thanked Ms. Schultz for her commitment
37 to serving County employees and offered congratulations on her retirement.
38

39 3. Minutes

40 The following draft minutes are submitted for approval:
41

42 a. September 24, 2025
43

44 Commission Vice President Baltodano invited public comment. There was none.
45 Commissioner Santos motioned to approve the minutes as presented. Commissioner

Civil Service Commission

46 Warren seconded the motion. The motion to approve the minutes from September 24,
47 2025, as presented passed 4-0-1.

48
49 b. October 22, 2025

50 Commission Vice President Baltodano invited public comment. There was none.
51 Commissioner Warren motioned to approve the minutes as presented. Commissioner
52 Sibbach seconded the motion. The motion to approve the minutes from October 22,
53 2025, as presented passed 4-0-1

54
55 **4. Reports**

56 **Commission Vice President** – None

57 **Commission Counsel** – None

58 **Commission Outside Counsel** – None

59 **Commission Secretary** – Jamie Russell addressed Theresa Schultz, Senior Labor
60 Representative for SLOCEA, thanking her for her advocacy on behalf of employees, and
61 respectful and professional collaboration. Human Resources Analyst Miranda Wall addressed
62 the Commission regarding scheduling. Held dates December 10-12, 2025, and January 7-9,
63 2026, were released. Ms. Wall requested the Commission hold March 4-6, 2026, April 1-3, 2026,
64 April 22-24, 2026, and April 27-29, 2026 as hearing dates pending assignment of a grievance or
65 appeal.

66
67 **5. Public Comment on Closed Session Item**

68 Members of the public wishing to address the Civil Service Commission on Closed Session
69 matters agendized here may do so when recognized by the President. Presentations are limited
70 to three minutes per individual. There was no public comment.

71
72 **6. Closed Session – Public Employee Discipline (per Government Code Section**

73 **54957(b)): Hearing and deliberations regarding Appeal #A25-04**

74
75 Vice President Baltodano reported that the Commission issued an order regarding dismissal
76 of appeal #A25-04.

77
78 **7. Adjournment**

79 Vice President Baltodano adjourned the meeting at 9:35 am.

80
81 *** Note: These minutes reflect official action of the Civil Service Commission. A digital record exists**
82 **and will remain as the official, complete record of all proceedings by the Civil Service Commission.**



COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF HUMAN RESOURCES
Jamie L. Russell *Director*

TO: Civil Service Commission
FROM: Mackenzie Lawrie, Human Resources Analyst
DATE: January 28, 2026
SUBJECT: Receive and file list of job classification updates for compliance with California Senate Bill 1100

California Senate Bill 1100 (SB 1100), effective January 1, 2025, amended Government Code Section 12940 to prohibit public employers from requiring a driver's license unless driving is an essential function of the position or the requirement is otherwise permitted by law. The intent of the legislation is to prevent employment discrimination against otherwise qualified individuals who do not possess a driver's license, when driving is not integral to job performance.

Historically, County job specifications have included standardized driver's license language, including requirements for possession of a valid driver's license in classifications where driving may not be an essential function. In response to SB 1100, the County has developed revised compliant language to replace outdated or overly broad references to driver's license requirements.

At the September 24, 2025 Civil Service Commission meeting, the Commission granted HR administrative authority to update all of the class specifications with revised driver's license language to ensure compliance with SB 1100.

For reference, the Commission-approved language is provided below.

County of San Luis Obispo Government Center

1055 Monterey Street | San Luis Obispo, CA 93408 | (P) 805-781-5959 | (F) 805-781-1044
info@slocounty.ca.gov | slocounty.ca.gov

When driving IS required:

This classification requires driving as an essential job function. A valid California driver's license is required at the time of appointment and must be maintained throughout employment.

When driving is NOT required:

No driver's license language included.

When driving MAY be required:

Certain positions within this classification may require driving. Positions that require driving as an essential job function will be communicated in the job posting. 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.

Of the 527 active Civil Service classifications, 217 require driving, 178 do not require driving, and 132 may require driving depending on the position or assignment.

This item is submitted to the Commission to receive and file the attached list of classifications and the applicable driver's license designation.

Class Spec Title	Driving Required	Driving NOT Required	Driving MAY BE Required
4-H PROGRAM ASSISTANT		X	
ACCOUNT CLERK		X	
ACCOUNTANT I		X	
ACCOUNTANT II		X	
ACCOUNTANT III		X	
ACCOUNTING TECHNICIAN		X	
ACCOUNTING TECHNICIAN-CONF		X	
ADMIN ANALYST AIDE		X	
ADMIN ANALYST AIDE-CONF.		X	
ADMIN ANALYST I		X	
ADMIN ANALYST II		X	
ADMIN ANALYST III		X	
ADMINISTRATIVE COORDINATOR			X
ADMINISTRATIVE MANAGER			X
ADMINISTRATIVE OFFICER			X
ADMIN SERVICES MANAGER		X	
ADMIN SERVICES OFFICER I			X
ADMIN SERVICES OFFICER II			X
ADMIN SUPERVISOR/CLERK OF THE BOARD-CONF		X	
ADMINISTRATIVE ASST I			X
ADMINISTRATIVE ASST I-CONF			X
ADMINISTRATIVE ASST II			X
ADMINISTRATIVE ASST II-CONF			X
ADMINISTRATIVE ASST III			X
ADMINISTRATIVE ASST III-CONF			X
AGR/WEIGHTS & MEASURES TECH I	X		
AGR/WEIGHTS & MEASURES TECH II	X		
AGRICULTURAL INSP/BIOLOGIST I	X		
AGRICULTURAL INSP/BIOLOGIST II	X		
AGRICULTURAL INSP/BIOLOGIST III	X		
AGRICULTURAL RESOURCE SPEC	X		
AIRPORT OPERATIONS SUPERVISOR	X		
AIRPORT TERMINAL SERVICES WORKER			X
AIRPORTS MAINTENANCE WORKER	X		
AIRPORTS OPERATION SPECIALIST	X		
ANIMAL CARE TECHNICIAN	X		
ANIMAL CONTROL LEAD OFFICER	X		
ANIMAL CONTROL OFFICER	X		
ANIMAL CONTROL SUPERVISING OFFICER	X		
ANIMAL SHELTER REGISTERED VETERINARY TEC	X		
ANIMAL SHELTER SUPERVISOR	X		
ANIMAL SVCS HUMANE EDUCATOR		X	
ANIMAL SVCS MANAGER (VET)	X		
ANIMAL SVCS MANAGER (NON-VET)	X		
APPRAISER I	X		
APPRAISER II	X		
APPRAISER III	X		
APPRAISER TRAINEE	X		
ASSESSMENT ANALYST I			X
ASSESSMENT ANALYST II			X
ASSESSMENT ANALYST III			X
ASSESSMENT ANALYST TRAINEE			X
ASSESSMENT MANAGER			X
ASSESSMENT TECH SUPERVISOR			X
ASSESSMENT TECHNICIAN I			X
ASSESSMENT TECHNICIAN II			X
ASSESSMENT TECHNICIAN III			X
ASSESSMENT TECHNICIAN IV			X
ASSESSOR			X
ASSISTANT DEPUTY CLERK OF THE BOARD-CONF		X	
ASSOCIATE REAL PROPERTY AGENT	X		
ASST AG COMMISSIONER/WGHTS & MSRS SLR	X		
ASST AUDITOR-CONTROLLER		X	
ASST CHIEF DA INVESTIGATOR	X		
ASST COUNTY COUNSEL			X
ASST DIRECTOR PARKS & RECREATION	X		
ASST DIRECTOR-CHILD SUPPORT SERV		X	
ASST LIBRARY DIRECTOR	X		
ASST REAL PROPERTY AGENT			X

ASST SOCIAL SERVICES DIRECTOR	X		
ASST WATER SYS SUPERINTENDENT	X		
AUDITOR-ANALYST I		X	
AUDITOR-ANALYST II		X	
AUDITOR-ANALYST III		X	
AUDITOR-ANALYST TRAINEE		X	
AUDITOR-APPRASIER I	X		
AUDITOR-APPRASIER II	X		
AUDITOR-APPRASIER III	X		
AUDITOR-CONTRLR-TREASRER TX COLL-PUB ADM		X	
AUTO MECHANIC I	X		
AUTO MECHANIC II	X		
B.H. CLINICIAN I			X
B.H. CLINICIAN II			X
B.H. CLINICIAN III			X
B.H. NURSE PRACTITIONER	X		
B.H. PROGRAM SUPERVISOR			X
B.H. SPECIALIST I			X
B.H. SPECIALIST II			X
B.H. SPECIALIST III			X
B.H. WORKER I	X		
B.H. WORKER II	X		
B.H. WORKER III	X		
BUILDING DIVISION SUPERVISOR	X		
BUILDING INSPECTOR I	X		
BUILDING INSPECTOR II	X		
BUILDING INSPECTOR III	X		
BUILDING MAINT SUPT	X		
BUILDING MAINTENANCE MANAGER	X		
BUILDING PLANS EXAMINER I		X	
BUILDING PLANS EXAMINER II		X	
BUILDING PLANS EXAMINER III		X	
BUSINESS SYSTEMS ANALYST I		X	
BUSINESS SYSTEMS ANALYST II		X	
BUSINESS SYSTEMS ANALYST III		X	
BUYER I		X	
BUYER II		X	
CAL FRESH NUTRITION EDUCATION ASSISTANT I		X	
CAPITAL PLANNING/FACILITIES MANAGER			X
CAPITAL PROJECTS INSPECTOR	X		
CHIEF DEPUTY COUNTY COUNSEL		X	
CHIEF DEPUTY DISTRICT ATTORNEY		X	
CHIEF DEPUTY PROBATION OFFICER	X		
CHIEF DEPUTY-AGR COMMISSIONER	X		
CHIEF DIST ATTY INVESTIGATOR	X		
CHIEF INFORMATION SECURITY OFFICER		X	
CHIEF WASTEWATER TRT PLANT OPER	X		
CHIEF WATER TRT PLANT OPER-GR3	X		
CHIEF WATER TRT PLANT OPER-GR4	X		
CHILD SUPPORT ATTORNEY I			X
CHILD SUPPORT ATTORNEY II			X
CHILD SUPPORT ATTORNEY III			X
CHILD SUPPORT ATTORNEY IV			X
CHILD SUPPORT SPECIALIST I		X	
CHILD SUPPORT SPECIALIST II		X	
CHILD SUPPORT SPECIALIST III		X	
CIVIL ENGINEERING TECH AIDE	X		
CIVIL ENGINEERING TECH I	X		
CIVIL ENGINEERING TECH II	X		
CIVIL ENGINEERING TECH III	X		
CLERK-RECORDER ASSISTANT II		X	
CLERK-RECORDER ASSISTANT III		X	
CLERK-RECORDER ASSISTANT IV		X	
COLLECTIONS OFFICER I		X	
COLLECTIONS OFFICER II		X	
COMM DISEASE INVESTIGATOR		X	
COMMUNICATIONS TECHNICIAN I	X		
COMMUNICATIONS TECHNICIAN II	X		
COMMUNITY HEALTH LIAISON	X		
COMMUNITY HEALTH NURSE			X

COMMUNITY HEALTH NURSE I			X
COMMUNITY HEALTH NURSE II			X
COOK I	X		
COOK II	X		
COOK III	X		
COORDINATING LIBRARIAN			X
CORRECTIONAL NURSE I		X	
CORRECTIONAL NURSE II		X	
CORRECTIONAL NURSE SUPERVISOR		X	
CORRECTIONAL TECHNICIAN		X	
CORRECTIONAL TECHNICIAN I		X	
CORRECTIONAL TECHNICIAN II		X	
CORRECTIONAL TECHNICIAN III		X	
COUNTY CLERK-RECORDER		X	
COUNTY COUNSEL			X
DIRECTOR OF SOCIAL SERVICES	X		
CRIME PREVENTION SPECIALIST	X		
CROSS CONNECTION INSPECTOR	X		
CUSTODIAL OPERATIONS MANAGER	X		
CUSTODIAN	X		
DEPARTMENT ADMINISTRATOR		X	
DEPARTMENTAL AUTOMA SPEC I			X
DEPARTMENTAL AUTOMA SPEC II			X
DEPARTMENTAL AUTOMA SPEC III			X
DEPT PERSONNEL TECH-CONF		X	
DEPT PERSONNEL TECHNICIAN		X	
DEPUTY AGRICULTURAL COMM/SEALER	X		
DEPUTY CLERK OF THE BOARD		X	
DEPUTY COUNTY COUNSEL I			X
DEPUTY COUNTY COUNSEL II			X
DEPUTY COUNTY COUNSEL III			X
DEPUTY COUNTY COUNSEL IV			X
DEPUTY COUNTY HEALTH OFFICER	X		
DEPUTY DIR-AUD CONT TREAS TAX PUB ADMIN		X	
DEPUTY DIR-HEALTH AGENCY			X
DEPUTY DIR-HUMAN RESOURCES		X	
DEPUTY DIR-SOCIAL SERVICES	X		
DEPUTY DIRECTOR - AIRPORTS	X		
DEPUTY DIRECTOR - CLERK RECORDER		X	
DEPUTY DIRECTOR - REGISTRAR		X	
DEPUTY DIRECTOR-INFORMATION TECHNOLOGY			X
DEPUTY DIRECTOR-PLANNING AND BUILDING	X		
DEPUTY DIRECTOR-PUBLIC WORKS			X
DEPUTY DISTRICT ATTORNEY I		X	
DEPUTY DISTRICT ATTORNEY II		X	
DEPUTY DISTRICT ATTORNEY III		X	
DEPUTY DISTRICT ATTORNEY IV		X	
DEPUTY PROBATION OFFICER I	X		
DEPUTY PROBATION OFFICER II	X		
DEPUTY PROBATION OFFICER III	X		
DEPUTY SHERIFF	X		
DIGITAL FORENSICS LAB MANAGER		X	
DIST ATTY INVESTIGATOR I	X		
DIST ATTY INVESTIGATOR II	X		
DISTRICT ATTORNEY	X		
DIVISION MANAGER - ADMINISTRATIVE & FISCAL		X	
DIV MGR BEHAVIORAL HEALTH			X
DIV MGR- PUBLIC HEALTH NURSING SERVICES			X
DIV MGR-ADMINISTRATIVE OFFICE		X	
DIV MGR-AUDITOR CONTROLLER	X		
DIV MGR-BUILDING	X		
DIV MGR-DRUG AND ALCOHOL SERVICES			X
DIV MGR-ENVIRONMENTAL HEALTH	X		
DIV MGR-HEALTH AGENCY			X
DIV MGR-MENTAL HEALTH SERVICES			X
DIV MGR-PLANNING	X		
DIV MGR-ROAD MAINTENANCE	X		
DIV MGR-SOCIAL SERVICES	X		
DIV SUPV-CLERK RECORDER		X	
DIVISION MANAGER-PUBLIC WORKS			X

ECONOMIC CRIME OFFICER I		X	
ECONOMIC CRIME OFFICER II		X	
ECONOMIC CRIME OFFICER III		X	
ECONOMIC CRIME TECHNICIAN I		X	
ECONOMIC CRIME TECHNICIAN II		X	
EMERGENCY SERV COORD I	X		
EMERGENCY SERV COORD II	X		
EMERGENCY SERV COORD III	X		
EMERGENCY SERVICES MANAGER	X		
EMPLOYMENT/RESOURCE SPEC I		X	
EMPLOYMENT/RESOURCE SPEC II		X	
EMPLOYMENT/RESOURCE SPEC III		X	
EMPLOYMENT/RESOURCE SPEC IV			X
EMPLOYMENT/SERVICES SUPERVISOR			X
ENGINEER I	X		
ENGINEER II	X		
ENGINEER III	X		
ENGINEER IV	X		
ENTERPRISE ARCHITECT			X
ENTERPRISE RESOURCE PLANNING SYSTEM ANALYST		X	
ENVIR DIVISION MANAGER	X		
ENVIR HEALTH SPECIALIST I	X		
ENVIR HEALTH SPECIALIST II	X		
ENVIR HEALTH SPECIALIST III	X		
ENVIR RESOURCE SPECIALIST	X		
ENVIRONMENTAL HEALTH TECHNICIAN		X	
ENVIRONMENTAL SPECIALIST I	X		
ENVIRONMENTAL SPECIALIST II	X		
ENVIRONMENTAL SPECIALIST III	X		
EPIDEMIOLOGIST		X	
EQUIPMENT MECHANIC I	X		
EQUIPMENT MECHANIC II	X		
EXECUTIVE ASSISTANT TO THE BOS		X	
FACILITY MAINT MECHANIC I	X		
FACILITY MAINT MECHANIC II	X		
FACILITY MAINT MECHANIC III	X		
FINANCIAL ANALYST I		X	
FINANCIAL ANALYST II		X	
FINANCIAL ANALYST III		X	
FISCAL/ADMINISTRATIVE DIVISION MANAGER		X	
FLEET MANAGER	X		
FLEET SERVICE WRITER	X		
FLEET SHOP SUPERVISOR	X		
FOOD SERVICE SUPV CORRECTIONS	X		
FORENSIC AUTOPSY TECHNICIAN		X	
FORENSIC PATHOLOGIST		X	
GEOGRAPHIC INFO SYSTEMS ANALYST I		X	
GEOGRAPHIC INFO SYSTEMS ANALYST II		X	
GEOGRAPHIC INFO SYSTEMS ANALYST III		X	
GEOGRAPHIC INFO SYSTEMS PROGRAM MANAGER		X	
GOLF AIDE			X
GOLF COURSE SUPERINTENDENT	X		
GOLF COURSE SUPERVISOR	X		
GREENSKEEPER AIDE	X		
GREENSKEEPER I	X		
GREENSKEEPER II	X		
GREENSKEEPER III	X		
GROUNDS RESTORATION SPECIALIST	X		
HEALTH EDUCATION SPECIALIST I			X
HEALTH EDUCATION SPECIALIST II			X
HEALTH INFORMATION TECH I		X	
HEALTH INFORMATION TECH II		X	
HEALTH INFORMATION TECH III		X	
HUMAN RESOURCES ANALYST I		X	
HUMAN RESOURCES ANALYST II		X	
HUMAN RESOURCES ANALYST III		X	
HUMAN RESOURCES TECHNICIAN I-CONFIDENTIAL		X	
HUMAN RESOURCES TECHNICIAN II-CONFIDENTIAL		X	
INFORMATION TECHNOLOGY MANAGER			X
INFORMATION TECHNOLOGY PROJECT MGR I		X	

INFORMATION TECHNOLOGY PROJECT MGR II		X	
INFORMATION TECHNOLOGY PROJECT MGR III		X	
INFORMATION TECHNOLOGY SPECIALIST I			X
INFORMATION TECHNOLOGY SPECIALIST I-CONF			X
INFORMATION TECHNOLOGY SPECIALIST II			X
INFORMATION TECHNOLOGY SPECIALIST II-CON			X
INFORMATION TECHNOLOGY SUPERVISOR			X
INFORMATION TECHNOLOGY TECHNICIAN			X
INFORMATION TECHNOLOGY TECHNICIAN-CONFID			X
JUVENILE SERVICES OFFICER I			X
JUVENILE SERVICES OFFICER II			X
JUVENILE SERVICES OFFICER III			X
LABORATORY TECHNICIAN I		X	
LABORATORY TECHNICIAN II		X	
LEAD FLEET MECHANIC	X		
LEGAL CLERK I		X	
LEGAL CLERK I - CONF		X	
LEGAL CLERK II		X	
LEGAL CLERK II - CONF		X	
LEGAL CLERK III		X	
LEGAL CLERK III - CONF		X	
LEGISLATIVE ASSISTANT			X
LIBRARIAN			X
LIBRARIAN II			X
LIBRARY ASSISTANT			X
LIBRARY ASSOCIATE I			X
LIBRARY ASSOCIATE II			X
LIBRARY ASSOCIATE III			X
LIBRARY BRANCH MANAGER			X
LIBRARY DIRECTOR	X		
LICENSED PSYCH TECH/LV NURSE I	X		
LICENSED PSYCH TECH/LV NURSE II	X		
LICENSED PSYCH TECH/LV NURSE III	X		
LIFEGUARD I		X	
LIFEGUARD II		X	
LIFEGUARD III		X	
LOCKSMITH I	X		
LOCKSMITH II	X		
M.H. MEDICAL DIRECTOR			X
M.H. MEDICAL RECORDS SUPV			X
M.H. NURSE I	X		
M.H. NURSE II	X		
M.H. NURSE III	X		
M.H. NURSE TRAINEE	X		
M.H. PRE-LICENSED NURSE			X
MAINTENANCE PAINTER I	X		
MAINTENANCE PAINTER II	X		
NETWORK ENGINEER I	X		
NETWORK ENGINEER II	X		
NETWORK ENGINEER III	X		
NURSE PRACTITIONER/PHYS ASST			X
NUTRITION SERVICES PROGRAM MANAGER		X	
ORAL HEALTH PROGRAM MANAGER	X		
PARALEGAL			X
PARK AIDE			X
PARK OPERATIONS COORDINATOR	X		
PARK RANGER AIDE	X		
PARK RANGER I	X		
PARK RANGER II	X		
PARK RANGER III	X		
PARK RANGER SPECIALIST	X		
PARKS SUPERINTENDENT	X		
PATIENT SVCS REPRESENTATIVE		X	
PAYROLL TECHNICIAN-CONFIDENTIAL	X		
PERMIT TECHNICIAN I			X
PERMIT TECHNICIAN II			X
PERSONAL CARE AIDE	X		
PEST DETECTION TRAPPER	X		
PHYS OR OCCUPATIONAL THER AIDE			X
PHYS OR OCCUPATIONAL THER I			X

PHYS OR OCCUPATIONAL THER II			X
PLANNER I	X		
PLANNER II	X		
PLANNER III	X		
PLANNING COMMISSIONER		X	
PRINCIPAL ADMIN ANALYST		X	
PRINCIPAL ADMINISTRATIVE MANAGER			X
PRINCIPAL AUDITOR-ANALYST		X	
PRINCIPAL ENVIR SPECIALIST	X		
PRINCIPAL FINANCIAL ANALYST		X	
PRINCIPAL HUMAN RESOURCES ANALYST		X	
PROBATION ASSISTANT		X	
PROBATION COMMUNITY LIAISON	X		
PROGRAM COORDINATOR			X
PROGRAM MANAGER I			X
PROGRAM MANAGER II			X
PROJECT MANAGER I	X		
PROJECT MANAGER II	X		
PROJECT MANAGER III	X		
PROPERTY MANAGER		X	
PROPERTY TRANSFER TECH I		X	
PROPERTY TRANSFER TECH II		X	
PROPERTY TRANSFER TECH III		X	
PROPERTY TRANSFER TECH IV		X	
PUBLIC HEALTH AIDE I		X	
PUBLIC HEALTH AIDE II		X	
PUBLIC HEALTH AIDE III		X	
PUBLIC HEALTH LABORATORY MANAGER		X	
PUBLIC HEALTH MICROBIOL I		X	
PUBLIC HEALTH MICROBIOL II		X	
PUBLIC HEALTH NURSE I			X
PUBLIC HEALTH NURSE II			X
PUBLIC HEALTH NUTRITIONIST I			X
PUBLIC HEALTH NUTRITIONIST II			X
PUBLIC INFORMATION SPECIALIST I			X
PUBLIC INFORMATION SPECIALIST II			X
PUBLIC INFORMATION SPECIALIST III			X
PUBLIC WORKS LEADWORKER	X		
PUBLIC WORKS SECTION SUPV	X		
PUBLIC WORKS WORKER I	X		
PUBLIC WORKS WORKER II	X		
PUBLIC WORKS WORKER III	X		
PUBLIC WORKS WORKER IV	X		
REGIONAL LIBRARIAN			X
REGISTERED DENTAL HYGIENIST		X	
RESERVE DEPUTY SHERIFF	X		
RESERVE SHERIFF'S CORRECTIONAL DEPUTY	X		
RESOURCE PROTECTION SPEC I	X		
RESOURCE PROTECTION SPEC II	X		
RESOURCE PROTECTION SPEC III	X		
RIGHT-OF-WAY AGENT			X
RISK MGMT ANALYST I		X	
RISK MGMT ANALYST II		X	
RISK MGMT ANALYST III		X	
RISK MANAGER		X	
SAFETY COORDINATOR - PUBLIC WORKS	X		
SART CLINICAL COORDINATOR		X	
SECRETARY I		X	
SECRETARY I-CONFIDENTIAL		X	
SECRETARY II		X	
SECRETARY-CONFIDENTIAL		X	
SENIOR LIBRARY ASSOCIATE		X	
SENIOR PERMIT TECHNICIAN			X
SHERIFF'S CADET	X		
SHERIFF'S CHIEF DEPUTY	X		
SHERIFF'S CHIEF MEDICAL OFFICER		X	
SHERIFF'S COMMANDER	X		
SHERIFF'S CORR. LIEUTENANT	X		
SHERIFF'S CORRECTIONAL CAPTAIN	X		
SHERIFF'S CORRECTIONAL DEPUTY	X		

SHERIFF'S CORRECTIONAL SGT			X
SHERIFF'S DISPATCH MANAGER		X	
SHERIFF'S DISPATCH SUPERVISOR		X	
SHERIFF'S DISPATCHER I		X	
SHERIFF'S DISPATCHER II		X	
SHERIFF'S DISPATCHER III		X	
SHERIFF'S FORENSIC LABORATORY SPECIALIST	X		
SHERIFF'S FORENSIC SPECIALIST	X		
SHERIFF'S PROPERTY OFFICER	X		
SHERIFF'S RECORDS MANAGER		X	
SHERIFF'S SENIOR CORRECTIONAL DEPUTY	X		
SHERIFF'S SENIOR DEPUTY	X		
SHERIFF'S SERGEANT	X		
SHERIFF-CORONER	X		
SOCIAL SVCS INVESTIGATOR	X		
SOCIAL SVCS PROGRAM REVW SPEC			X
SOCIAL WORKER AIDE I	X		
SOCIAL WORKER AIDE II	X		
SOCIAL WORKER AIDE III	X		
SOCIAL WORKER I	X		
SOCIAL WORKER II	X		
SOCIAL WORKER III	X		
SOCIAL WORKER IV	X		
SOCIAL WORKER SUPERVISOR II	X		
SOFTWARE ENGINEER I		X	
SOFTWARE ENGINEER II		X	
SOFTWARE ENGINEER III		X	
SOLID WASTE COORDINATOR I		X	
SOLID WASTE COORDINATOR II		X	
SOLID WASTE COORDINATOR III		X	
SR ACCOUNT CLERK		X	
SR ACCOUNT CLERK-CONFIDENTIAL		X	
SR BUYER		X	
SR COMMUNICATIONS TECH	X		
SR CORRECTIONAL TECHNICIAN		X	
SR DIST ATTY INVESTIGATOR	X		
SR GEOGRAPHIC INFO SYSTEMS ANALYST		X	
SR INFORMATION TECHNOLOGY SPECIALIST			X
SR INFORMATION TECHNOLOGY SPECIALIST-CON			X
SR NETWORK ENGINEER			X
SR PHYS OR OCCUPATIONAL THER			X
SR PLANNER	X		
SR PUBLIC HEALTH NURSE			X
SR SOFTWARE ENGINEER		X	
SR STOREKEEPER			X
SR SYSTEMS ADMINISTRATOR		X	
SR WATER SYSTEMS CHEMIST			X
STOREKEEPER I		X	
STOREKEEPER II		X	
SUPERVISING AG/WEIGHTS & MEASURES INSPEC	X		
SUPERVISING COLLECTIONS OFFICER		X	
SUPERVISING CUSTODIAN	X		
SUPERVISING WASTEWATER SYS WORKER	X		
SUPERVISING WATER SYS WORKER	X		
SUPERVISOR-BOARD			X
SUPV ACCOUNTING TECH		X	
SUPV ADMIN CLERK I		X	
SUPV ADMIN CLERK II		X	
SUPV APPRAISER	X		
SUPV AUDITOR-APPRAISER			X
SUPV CHILD SUPPORT SPECIALIST		X	
SUPV CORRECTIONAL TECHNICIAN		X	
SUPV DEPUTY PROBATION OFFICER	X		
SUPV ENVIR HEALTH SPECIALIST	X		
SUPERVISING ADMINISTRATIVE ASSISTANT			X
SUPV FACILITY MAINT MECHANIC	X		
SUPV FINANCIAL TECHNICIAN		X	
SUPV LEGAL CLERK		X	
SUPV PARK RANGER	X		
SUPV PHYS OR OCCUPATIONAL THER			X

SUPV PLANNER	X		
SUPV PROPERTY TRANSFER TECH		X	
SUPV PUBLIC HEALTH MICROBIOL		X	
SUPV PUBLIC HEALTH NURSE			X
SUPV SOC SVCS INVESTIGATOR	X		
SYSTEMS ADMINISTRATOR I			X
SYSTEMS ADMINISTRATOR II			X
SYSTEMS ADMINISTRATOR III			X
TEMPORARY ELECTION ASSISTANT			X
TEMPORARY INFO TECHNOLOGY PROFESSIONAL		X	
UTILITY COORDINATOR			X
VETERANS' SERVICES REPRESENTATIVE I		X	
VETERANS' SERVICES REPRESENTATIVE II		X	
VETERANS' SERVICES REPRESENTATIVE III		X	
VICTIM ADVOCATE I	X		
VICTIM ADVOCATE II	X		
VICTIM ADVOCATE III	X		
VICTIM AND WITNESS ASSISTANCE DIVISION MANAGER	X		
VICTIM WITNESS SUPERVISOR	X		
WASTEWATER SYS WORKER I	X		
WASTEWATER SYS WORKER II	X		
WASTEWATER SYS WORKER III	X		
WASTEWATER SYS WORKER TRAINEE	X		
WASTEWATER SYSTEMS SUPERINTENDENT	X		
WATER QUALITY MGR			X
WATER SYSTEMS CHEMIST I			X
WATER SYSTEMS CHEMIST II			X
WATER SYSTEMS LAB TECH I			X
WATER SYSTEMS LAB TECH II			X
WATER SYSTEMS SUPERINTENDENT	X		
WATER SYSTEMS WORKER I	X		
WATER SYSTEMS WORKER II	X		
WATER SYSTEMS WORKER III	X		
WATER SYSTEMS WORKER TRAINEE	X		
WEIGHTS & MEASURES INSP I	X		
WEIGHTS & MEASURES INSP II	X		
WEIGHTS & MEASURES INSP III	X		
WITNESS COORDINATOR	X		



COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF HUMAN RESOURCES
Jamie L. Russell Director

TO: Civil Service Commission

FROM: Mackenzie Lawrie, Human Resources Analyst

DATE: January 28, 2026

SUBJECT: New Classifications: Program Analyst
Health & Human Services Program Analyst
Program Manager
Health & Human Services Program Manager

Department: Countywide

Appointing Authority: Jamie L. Russell, Human Resources Director

RECOMMENDATION

It is recommended that the Commission approve the proposed new classifications and specifications for Program Analyst, Health & Human Services Program Analyst, Program Manager, and Health & Human Services Program Manager and designate the two existing Program Manager I and Program Manager II classifications as obsolete.

BACKGROUND

The County's Program Manager I-II career series was established more than 20 years ago, when many County programs were primarily focused on administration coordination and the implementation of emerging automation tools. At that time, the classification was primarily designed to support program operations through administrative oversight, coordination of activities, and maintenance of systems and processes that facilitated program delivery.

Since then, the nature and structure of County programs have evolved significantly. Program work today increasingly requires advanced professional and industry-specific expertise, extensive coordination with community partners, and ongoing compliance with expanding state and federal regulatory requirements. Many programs now operate within highly prescriptive statutory and regulatory frameworks that require specialized knowledge, independent judgment, and continuous oversight to ensure compliance, program integrity, and appropriate stewardship of public resources.

As these demands have increased, the duties performed by employees in the Program Manager I-II career series have shifted accordingly. In many cases, incumbents function as subject-matter experts within their program areas, providing technical guidance, interpreting complex regulations, and serving as primary points of contact for external agencies, service providers, and community stakeholders. These responsibilities extend well beyond the administrative and automation-focused functions that originally defined the classification.

Additionally, as County programs have grown in size and complexity, program work is often no longer performed by a single individual. Many programs are now supported by multiple staff members who contribute professional expertise, analysis, coordination, and implementation support. While these roles are critical to program success, not all such positions carry responsibility for overall program direction, strategic decision-making, or ultimate program outcomes. Classifying all program-supporting positions as management-level roles does not reflect differences in authority, accountability, or program ownership.

Despite these changes, the Program Manager classification structure has not been substantively updated to reflect the current structure of program work or the varying levels of responsibility that now exists. In response, Human Resources initiated a comprehensive Program Manager Classification Study, examining approximately 75 positions across the

County to evaluate how program-focused work is currently performed and classified across the County. The study included department-level meetings and a detailed review of position description questionnaires completed by both incumbents and supervisors to assess a variety of classification factors.

Through this study, Human Resources identified meaningful differences in program complexity, regulatory environment, consequence of error, and levels of program authority. These findings confirm that the existing classification structure does not fully capture the range of program-focused work being performed and that a revised framework is necessary to better align classifications with current operational realities and the market.

DISCUSSION

Based on the study findings, Human Resources proposes to retire the existing Program Manager I-II classifications and replace them with a modernized classification framework that more accurately reflects the scope and complexity of program-focused work being performed across departments. The proposed changes reflect clear and consistent breakpoints identified through the study, including differences in regulatory environment, program authority, and professional expertise, and is informed by relevant market practices.

The proposed framework introduces four program-focused classifications:

- Program Analyst
- Health & Human Services Program Analyst
- Program Manager
- Health & Human Services Program Manager

The study and market analysis identified strong justification for Health & Human Services-specific Program Analyst and Program Manager classifications. Comparable jurisdictions

frequently distinguish health and human services program roles due to the uniquely complex regulatory environments in which these programs operate. When evaluated against factors such as program complexity, funding sources, regulatory oversight, consequence of error, and required industry-specific expertise, health and human services programs consistently met the threshold for a separate classification.

In addition to regulatory intensity, the study identified a distinct need for specialized health and human services industry knowledge at both the professional and management levels. Departments consistently reported that the most successful performance in health and human services program roles typically requires prior experience within the health and human services field. Incumbents without this background often face a significant learning curve due to the complexity of statutory frameworks, service delivery models, compliance requirements, and the need for professional sensitivity when working with vulnerable populations. This combination of regulatory demands, specialized expertise, and client impact supports the establishment of distinct health and human services program-focused classifications.

In contrast, the study also found that many other County programs operate within regulatory and funding environments that, while complex, do not require the same level of specialized industry expertise to perform effectively. In these programs, core responsibilities are generally consistent across departments and include program coordination, analysis, compliance support, stakeholder engagement, and implementation activities. While subject-matter knowledge is developed over time, success in these roles is driven by broadly transferable program management and analytical skills rather than expertise unique to a specific service domain.

Together, the proposed classifications establish a continuum of program-focused roles differentiated by scope and complexity of work, regulatory and compliance environment,

consequence of error, level of subject-matter expertise required, and degree of program authority and accountability. Unlike the prior structure, this framework is not designed as a career series but does establish a clear career pathway based on the actual duties performed. Movement between classifications is not based on tenure but on changes in scope, responsibility, and authority, ensuring that classification assignments remain accurate and aligned with operational needs.

RESULTS

The proposed Program Manager classification framework creates a more accurate, market-aligned, and forward-looking structure for program-focused work across the County. It improves clarity regarding role expectations, enhances consistency in classification application, and aligns with best practices in public sector classification systems. The proposed specifications clearly define duties and employment standards and are consistent with the County's Classification Plan.

The new framework intentionally distinguishes between professional program support roles and positions with full responsibility for program management and ownership. By clearly differentiating these levels, the County is better positioned to ensure appropriate assignment of authority and accountability and support sustainable program operations.

As counties are increasingly tasked by the State with administering and expanding public programs, this structure provides flexibility and scalability. Establishing clear professional and management-level program roles enables the County to respond to evolving regulatory requirements, funding requirements, and service delivery demands while maintaining alignment between classification design and operational reality.

OTHER AGENCY INVOLVEMENT

County of San Luis Obispo Government Center

1055 Monterey Street | San Luis Obispo, CA 93408 | (P) 805-781-5959 | (F) 805-781-1044

info@slocounty.ca.gov | slocounty.ca.gov

Human Resources collaborated with departments throughout the study and specification development process. The Executive Office reviewed the proposed framework and concurs with the recommendations as proposed.

Attachments:

1. Proposed Program Analyst Specification
2. Proposed Health & Human Services Program Analyst Specification
3. Proposed Program Manager Specification
4. Proposed Health & Human Services Program Manager Specification
5. Current Program Manager I-II Specification

1 **HUMAN RESOURCES DEPARTMENT**

2 **County Of San Luis Obispo**

4 **PROGRAM ANALYST**

6 **DEFINITION:**

7 Under general supervision, performs specialized, program-specific professional work in support of
8 assigned County programs outside of the health or human services functional area. The Program Analyst
9 carries out substantive program functions involving analysis, coordination, and implementation activities
10 within an established program framework; understands and applies program-specific laws, regulations,
11 policies, and procedures; provides support essential to program operations; coordinates with internal and
12 external stakeholders to support program functions. Positions in this class may supervise or lead technical,
13 paraprofessional, and clerical staff.

15 **DISTINGUISHING CHARACTERISTICS:**

16 Programs are formally established, ongoing sets of related services or activities intentionally created to
17 address specific service, regulatory, or community needs in support of a department's broader mission.
18 Programs are defined sets of services or activities with a specific scope, resources, and performance
19 expectations and operate within applicable laws, regulations, policies, and funding requirements.
20 Programs are designed, implemented, evaluated, and modified over time in response to changing
21 mandates, funding conditions, and identified needs, and may be expanded, restructured, or discontinued
22 without eliminating the department itself. In contrast, core operating functions, such as budgeting,
23 accounting, payroll, human resources, procurement, information technology support, facilities
24 management, training coordination, and general administrative operations are foundational activities
25 required for a department to exist and function and are not considered programs for the purposes of
26 classification under this specification.

28 The Program Analyst is distinguished from the Health & Human Services Program Analyst in that the latter
29 is focused specifically on health or human services delivery and requires the application of laws,
30 regulations, funding requirements, and service standards specific to a health or human services functional
31 area.

1
2 The Program Analyst is distinguished from the Program Manager in that the latter exercises full program-
3 level responsibility and accountability, while the Program Analyst supports program operations and
4 objectives but does not have responsibility for program-level decision-making or accountability for overall
5 program outcomes.

6
7 The Program Analyst is distinguished from professional-level administrative classifications in that the
8 Program Analyst performs substantive, program-specific professional work requiring the application of
9 program-area knowledge in support of program functions. Administrative classifications may be assigned
10 to support specific programs and perform administrative activities related to those programs; however,
11 such work does not require program-specific professional knowledge and does not constitute program-
12 specific professional work for purposes of classification.

13
14 **TYPICAL TASKS AND REPRESENTATIVE DUTIES:**

15 (Not in order of importance)

- 16 • Performs specialized, program-specific professional work in support of one or more assigned
17 programs; carries out substantive functions related to program implementation, service delivery,
18 regulatory compliance, performance monitoring, or operational support.
- 19 • Applies applicable federal, state, and local laws, regulations, policies, funding requirements, and
20 service standards governing assigned programs; reviews and evaluates information for accuracy,
21 completeness, and compliance; and identifies issues requiring resolution or escalation to program
22 or division management.
- 23 • Conducts research, analysis, and assessments related to assigned program; compiles and analyzes
24 qualitative and quantitative data; and prepares findings, summaries, or recommendations related
25 to assigned program activities.
- 26 • Coordinates assigned program activities and processes; tracks progress of tasks or deliverables;
27 and supports the effective implementation of established program plans, procedures, and service
28 delivery models.
- 29 • Assists in the development and monitoring of budgets for assigned program by gathering,
30 reviewing, and analyzing financial data; tracks and reviews program-related expenditures;
31 maintains financial records and spreadsheets; supports program-level fiscal operations such as

procurement, grants, and contract administration; and coordinates with finance and accounting staff and authorizes expenditures within established policies and delegated limits, without responsibility for department-wide budget development, ownership, or final fiscal approval.

- Prepares and maintains program-specific documentation, reports, correspondence, guidance, or other materials related to program operations, compliance, performance, or service outcomes.
- Serves as a point of contact for program participants, clients, consultants, contractors, service providers, community-based organizations, officials, or other stakeholders regarding assigned program functions; provides information, guidance, or clarification within established program parameters.
- Coordinates and monitors consultant, contractor, or vendor activities related to assigned program components; reviews work products for completeness and alignment with program requirements; and follows up on deliverables under established agreements.
- Participates in meetings, workgroups, case conferences, or collaborative efforts related to assigned programs; provides subject-matter input; and supports coordination with internal and external stakeholders.
- Identifies operational issues, trends, or areas for improvement within assigned program functions and communicates findings to program management.
- Uses automated systems, databases, and data-tracking tools to support program activities, reporting, compliance monitoring, and recordkeeping.
- May supervise, mentor, and evaluate the performance of assigned staff; interview and select employees; recommend appointments, reassignments, and disciplinary actions; assign and review work for accuracy, completeness, and compliance with policies and performance standards.
- Performs other related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles and practices of program service delivery applicable to assigned programs
- Program-specific processes, service models, or regulatory requirements
- Applicable federal, state, and local laws, regulations, policies, and funding requirements governing assigned programs
- Methods of collecting, analyzing, and interpreting program data and information

- Recordkeeping, documentation, and reporting practices related to regulated service delivery programs
- Effective written and verbal communication and interpersonal skills

Ability to:

- Perform substantive, program-specific professional work within an established program framework
- Analyze information and identify issues related to program operations, compliance, or service delivery
- Organize and coordinate program-specific activities and work assignments
- Prepare clear and accurate reports, correspondence, and documentation
- Provide informal or lead direction related to assigned program activities to staff, consultants, community partners, and service providers
- Exercise sound judgment, initiative, and discretion within assigned authority
- Understand, evaluate, and apply applicable laws, codes, rules, regulations, policies, and procedures
- Utilize computer software and systems including applications specific to the department, division, and/or program
- Learn principles, practices, and procedures of supervision, leadership, mentoring, evaluation, training, team dynamics, and team building
- Promote an organized, professional, and safety-conscious work environment
- Communicate effectively verbally and in writing to a diverse population of individuals and groups
- Foster effective and positive working relationships with individuals from diverse perspectives by demonstrating strong interpersonal skills, including active listening, effective communication, advisory expertise, mediation, conflict resolution, and consensus building

EDUCATION AND EXPERIENCE:

A combination of education, training, and experience resulting in the required knowledge, skills, and abilities. An example of qualifying education and experience includes:

Possession of a bachelor's degree from an accredited four-year college or university in public administration, business administration, public policy, or a closely related field. In addition, two years of progressively responsible experience performing work related to program administration.

1

2 **LICENSES AND CERTIFICATES:**

3 Certain positions within this classification may require driving. Positions that require driving as an essential
4 job function will be communicated in the job posting. When driving is an essential function of the position,
5 a valid California driver's license will be required at the time of appointment and must be maintained
6 throughout employment.

7

8 **SPECIAL SUBCLASS RECRUITMENT:**

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

15

16 Adopted:

17 BOS Approved:

18 Revised:

1 **HUMAN RESOURCES DEPARTMENT**

2 **County of San Luis Obispo**

4 **HEALTH & HUMAN SERVICES PROGRAM ANALYST**

6 **DEFINITION:**

7 Under general supervision, performs specialized, program-specific professional work in support of
8 assigned health or human services programs within the Department of Social Services, Public Health, or
9 Behavioral Health. The Health & Human Services Program Analyst carries out substantive program
10 functions involving analysis, coordination, and implementation activities within an established program
11 framework; understands and applies program-specific laws, regulations, policies, and procedures
12 governing health or human services programs; provides subject-matter support essential to program
13 operations; coordinates with internal and external stakeholders to support program functions. Positions
14 in this class may supervise or lead technical, paraprofessional, and clerical staff.

15
16 **DISTINGUISHING CHARACTERISTICS:**

17 Programs are formally established, ongoing sets of related services or activities intentionally created to
18 address specific service, regulatory, or community needs in support of a department's broader mission.
19 Programs are defined sets of services or activities with a specific scope, resources, and performance
20 expectations and operate within applicable laws, regulations, policies, and funding requirements.
21 Programs are designed, implemented, evaluated, and modified over time in response to changing
22 mandates, funding conditions, and identified needs, and may be expanded, restructured, or discontinued
23 without eliminating the department itself. In contrast, core operating functions, such as budgeting,
24 accounting, payroll, human resources, procurement, information technology support, facilities
25 management, training coordination, and general administrative operations are foundational activities
26 required for a department to exist and function and are not considered programs for the purposes of
27 classification under this specification.

28
29 The Health & Human Services Program Analyst is distinguished from the Program Analyst in that the former
30 is focused specifically on health or human services delivery and requires the application of laws,

1 regulations, funding requirements, and service standards specific to a health or human services functional
2 area.

3

4 The Health & Human Services Program Analyst is distinguished from the Health & Human Services Program
5 Manager in that the latter exercises full program-level responsibility and accountability, while the Health &
6 Human Services Program Analyst supports program operations and objectives but does not have
7 responsibility for program-level decision-making or accountability for overall program outcomes.

8

9 The Health & Human Services Program Analyst is distinguished from professional-level administrative
10 classifications in that the Health & Human Services Program Analyst performs substantive, program-
11 specific professional work requiring the application of program-area knowledge in support of program
12 functions. Administrative classifications may be assigned to support specific programs and perform
13 administrative activities related to those programs; however, such work does not require program-specific
14 professional knowledge and does not constitute program-specific professional work for purposes of
15 classification.

16

17 **TYPICAL TASKS AND REPRESENTATIVE DUTIES:**

18 (Not in order of importance)

- 19 • Performs specialized, program-specific professional work in support of one or more assigned health
20 or human services programs; carries out substantive functions related to program implementation,
21 service delivery, regulatory compliance, performance monitoring, or operational support.
- 22 • Applies applicable federal, state, and local laws, regulations, policies, funding requirements, and
23 service standards governing assigned health or human services programs; reviews and evaluates
24 information for accuracy, completeness, and compliance; and identifies issues requiring resolution
25 or escalation to program or division management.
- 26 • Conducts research, analysis, and assessments related to assigned health or human services
27 program; compiles and analyzes qualitative and quantitative data; and prepares findings,
28 summaries, or recommendations related to assigned program activities.
- 29 • Coordinates assigned program activities and processes; tracks progress of tasks or deliverables;
30 and supports the effective implementation of established program plans, procedures, and service
31 delivery models.

- Assists in the development and monitoring of budgets for assigned health or human services program by gathering, reviewing, and analyzing financial data; tracks and reviews program-related expenditures; maintains financial records and spreadsheets; supports program-level fiscal operations such as procurement, grants, and contract administration; and coordinates with finance and accounting staff and authorizes expenditures within established policies and delegated limits, without responsibility for department-wide budget development, ownership, or final fiscal approval.
- Prepares and maintains program-specific documentation, reports, correspondence, guidance, or other materials related to program operations, compliance, performance, or service outcomes.
- Serves as a point of contact for program participants, clients, consultants, contractors, service providers, community-based organizations, officials, or other stakeholders regarding assigned program functions; provides information, guidance, or clarification within established program parameters.
- Coordinates and monitors consultant, contractor, or vendor activities related to assigned program components; reviews work products for completeness and alignment with program requirements; and follows up on deliverables under established agreements.
- Participates in meetings, workgroups, case conferences, or collaborative efforts related to assigned health or human services programs; provides subject-matter input; and supports coordination with internal and external stakeholders.
- Identifies operational issues, trends, or areas for improvement within assigned program functions and communicates findings to program management.
- Uses automated systems, databases, and data-tracking tools to support program activities, reporting, compliance monitoring, and recordkeeping.
- May supervise, mentor, and evaluate the performance of assigned staff; interview and select employees; recommend appointments, reassignments, and disciplinary actions; assign and review work for accuracy, completeness, and compliance with policies and performance standards.
- Performs other related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles and practices of program service delivery applicable to assigned health or human services programs
- Program-specific processes, service models, or regulatory requirements related to health or human services
- Applicable federal, state, and local laws, regulations, policies, and funding requirements governing assigned health or human services programs
- Methods of collecting, analyzing, and interpreting program data and information
- Recordkeeping, documentation, and reporting practices related to regulated service delivery programs
- Effective written and verbal communication and interpersonal skills

Ability to:

- Perform substantive, program-specific professional work within an established health and human services program framework
- Analyze information and identify issues related to program operations, compliance, or service delivery
- Organize and coordinate program-specific activities and work assignments
- Prepare clear and accurate reports, correspondence, and documentation
- Provide informal or lead direction related to assigned program activities to staff, consultants, community partners, and service providers
- Exercise sound judgment, initiative, and discretion within assigned authority
- Understand, evaluate, and apply applicable laws, codes, rules, regulations, policies, and procedures
- Utilize computer software and systems including applications specific to the department, division, and/or program
- Learn principles, practices, and procedures of supervision, leadership, mentoring, evaluation, training, team dynamics, and team building
- Promote an organized, professional, and safety-conscious work environment
- Communicate effectively verbally and in writing to a diverse population of individuals and groups
- Foster effective and positive working relationships with individuals from diverse perspectives by demonstrating strong interpersonal skills, including active listening, effective communication, advisory expertise, mediation, conflict resolution, and consensus building

1

2 **EDUCATION AND EXPERIENCE:**

3 A combination of education, training, and experience resulting in the required knowledge, skills, and
4 abilities. An example of qualifying education and experience includes:

5

6 Possession of a bachelor's degree from an accredited four-year college or university in public health, social
7 services, behavioral sciences, or a closely related field. In addition, two years of progressively responsible
8 experience performing work related to health or human services programs.

9

10 **LICENSES AND CERTIFICATES:**

11 Certain positions within this classification may require driving. Positions that require driving as an essential
12 job function will be communicated in the job posting. When driving is an essential function of the position,
13 a valid California driver's license will be required at the time of appointment and must be maintained
14 throughout employment.

15

16 **SPECIAL SUBCLASS RECRUITMENT:**

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

23

24 Adopted:

25 BOS Approved:

26 Revised:

1 **HUMAN RESOURCES DEPARTMENT**

2 **County Of San Luis Obispo**

4 **PROGRAM MANAGER**

6 **DEFINITION:**

7 Under general direction, plans, organizes, and manages one or more assigned County programs outside
8 of the health or human services functional area. The Program Manager exercises full program-level
9 responsibility and accountability for program direction, policies, procedures, performance, and outcomes;
10 establishes program goals, priorities, and operational strategies within applicable federal, state, and local
11 laws, regulations, funding requirements, and policy frameworks; oversees program budgets, staffing,
12 contracts, and resources and collaborates with internal and external stakeholders to ensure effective and
13 compliant program operations.

15 **DISTINGUISHING CHARACTERISTICS:**

16 Programs are formally established, ongoing sets of related services or activities intentionally created to
17 address specific service, regulatory, or community needs in support of a department's broader mission.
18 Programs are defined sets of services or activities with a specific scope, resources, and performance
19 expectations and operate within applicable laws, regulations, policies, and funding requirements.
20 Programs are designed, implemented, evaluated, and modified over time in response to changing
21 mandates, funding conditions, and identified needs, and may be expanded, restructured, or discontinued
22 without eliminating the department itself. In contrast, core operating functions, such as budgeting,
23 accounting, payroll, human resources, procurement, information technology support, facilities
24 management, general administrative operations, and training coordination, are foundational activities
25 required for the department to exist and function and are not considered programs for the purposes of
26 classification under this specification.

28 The Program Manager is distinguished from the Health & Human Services Program Manager in that the
29 latter is assigned responsibility for programs focused specifically on health or human services delivery and
30 operates within specialized regulatory, funding, and service delivery frameworks specific to the health or

1 human services functional area, while the Program Manager manages programs outside of the health or
2 human services functional area.

3

4 The Program Manager is distinguished from the Program Analyst in that the latter performs substantive
5 program-specific work within an established program framework but does not have responsibility or final
6 authority for establishing program direction, owning program outcomes, or making program-level
7 decisions.

8

9 The Program Manager is distinguished from administrative management classifications in that the primary
10 responsibility of the former is the management and oversight of specific programs rather than department
11 or division-wide administrative or organizational support functions. Administrative activities performed by
12 the Program Manager, such as grant or budget responsibilities or contract administration, are carried out
13 in direct support of assigned program operations and outcomes.

14

15 **TYPICAL TASKS AND REPRESENTATIVE DUTIES:**

16 (Not in order of importance)

- 17 • Plans, organizes, directs, and manages one or more assigned programs; establishes program vision,
18 goals, priorities, policies, procedures, and performance measures within applicable legal,
19 regulatory, funding, and policy frameworks.
- 20 • Exercises full accountability for program outcomes, service delivery effectiveness, quality, and
21 compliance; monitors program performance; evaluates results; and directs program modifications
22 to improve outcomes, efficiency, and responsiveness to community and stakeholder needs.
- 23 • Develops, administers, and oversees program budgets; allocates and manages resources;
24 authorizes expenditures within delegated authority; monitors fiscal performance; and ensures the
25 compliant and effective use of funds, including grant and contract resources.
- 26 • Directs and oversees day-to-day program operations; makes program-level decisions; and ensures
27 alignment with County priorities, governing mandates, funding conditions, and service standards.
- 28 • Oversees program-related contracts, grants, and service agreements; participates in or leads
29 negotiations within delegated authority; monitors contractor and provider performance and
30 compliance; and resolves escalated fiscal, operational, or compliance issues.

- Establishes, implements, and updates program-level policies, procedures, and operational standards; evaluates and applies complex federal, state, and local laws, regulations, and funding requirements governing assigned programs.
- Coordinates and collaborates with other County departments, governmental agencies, community-based organizations, and stakeholders to support program objectives, service integration, and effective delivery of services.
- Represents assigned programs in meetings, committees, public forums, and interagency collaborations; serves as a program-level point of contact with oversight bodies, funding agencies, and community partners; and communicates program direction, priorities, and performance.
- Prepares and reviews program-related reports, analyses, and presentations related to performance, compliance, budgets, audits, and outcomes; and presents information to management, advisory bodies, or other stakeholders as required.
- Identifies emerging issues, risks, and opportunities affecting assigned programs and develops strategies to address service delivery challenges and ensure ongoing program compliance and effectiveness.
- Supervises, mentors, and evaluates the performance of assigned staff; interviews and selects employees; recommends appointments, reassignments, and disciplinary actions; assigns and reviews work for accuracy, completeness, and compliance with policies and performance standards.
- Performs other related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles and practices of program management, oversight, and accountability
- Applicable federal, state, and local laws, regulations, policies, and funding requirements governing program design, delivery, and administration
- Program policy development, service delivery models, and performance management
- Budget preparation and control, grant administration, and contract management related to assigned programs
- Methods of analyzing program performance, service outcomes, compliance data, and operational risks
- Effective verbal and written communication and interpersonal skills

1 • Applicable local, state, and federal rules, regulations, and laws
2 • Principles, practices, and procedures of supervision, leadership, mentoring, evaluation, training,
3 team dynamics, and team building
4

5 **Ability to:**

6 • Provide leadership and direction for programs and exercise full program-level accountability
7 • Establish and implement program policies, procedures, goals, and performance measures within
8 applicable legal, regulatory, and funding frameworks
9 • Develop and manage program budgets, grants, contracts, and other assigned resources
10 • Analyze program performance, service delivery outcomes, compliance requirements, and direct
11 program improvements
12 • Exercise sound judgment, initiative, and discretion in matters with significant service, fiscal,
13 regulatory, or public impact
14 • Evaluate, apply, and ensure compliance with complex and evolving laws, regulations, and funding
15 requirements
16 • Utilize computer systems and software including those applications specific to the department,
17 division, and/or program
18 • Promote an organized, professional, and safety-conscious work environment
19 • Communicate effectively verbally and in writing to a diverse population of individuals and groups
20 • Foster effective and positive working relationships with individuals from diverse perspectives by
21 demonstrating strong interpersonal skills, including active listening, effective communication,
22 advisory expertise, mediation, conflict resolution, and consensus building
23

24 **EDUCATION AND EXPERIENCE:**

25 A combination of education, training, and experience resulting in the required knowledge, skills, and
26 abilities. An example of qualifying education and experience includes:

27
28 Possession of a bachelor's degree from an accredited four-year college or university in public
29 administration, business administration, public policy, or a closely related field. In addition, three years of
30 progressively responsible professional experience in the planning, coordination, administration, or

1 management of programs, including responsibility for program operations, budgets, contracts, grants, and
2 staff.

3

4 **LICENSES AND CERTIFICATES:**

5 Certain positions within this classification may require driving. Positions that require driving as an essential
6 job function will be communicated in the job posting. When driving is an essential function of the position,
7 a valid California driver's license will be required at the time of appointment and must be maintained
8 throughout employment.

9

10 **SPECIAL SUBCLASS RECRUITMENT:**

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

17

18 Adopted:

19 BOS Approved:

20 Revised:

1 **HUMAN RESOURCES DEPARTMENT**

2 **County of San Luis Obispo**

4 **HEALTH & HUMAN SERVICES PROGRAM MANAGER**

6 **DEFINITION:**

7 Under general direction, plans, organizes, and manages one or more assigned health or human services
8 programs within the Department of Social Services, Public Health, or Behavioral Health. The Health &
9 Human Services Program Manager exercises full program-level responsibility and accountability for
10 program direction, policies, procedures, performance, and outcomes; establishes program goals, priorities,
11 and operational strategies within applicable federal, state, and local laws, regulations, funding
12 requirements, and policy frameworks governing health and human services programs; oversees program
13 budgets, staffing, contracts, and resources and collaborates with internal and external stakeholders to
14 ensure effective, compliant, and high-quality service delivery.

15
16 **DISTINGUISHING CHARACTERISTICS:**

17 Programs are formally established, ongoing sets of related services or activities intentionally created to
18 address specific service, regulatory, or community needs in support of a department's broader mission.
19 Programs are defined sets of services or activities with a specific scope, resources, and performance
20 expectations and operate within applicable laws, regulations, policies, and funding requirements.
21 Programs are designed, implemented, evaluated, and modified over time in response to changing
22 mandates, funding conditions, and identified needs, and may be expanded, restructured, or discontinued
23 without eliminating the department itself. In contrast, core operating functions, such as budgeting,
24 accounting, payroll, human resources, procurement, information technology support, facilities
25 management, training coordination, and general administrative operations are foundational activities
26 required for the department to exist and function and are not considered programs for the purposes of
27 classification under this specification.

28
29
30 The Health & Human Services Program Manager is distinguished from the Program Manager in that the
31 latter manages programs outside of the health or human services functional area, while the Health &

1 Human Services Program Manager is assigned responsibility for programs focused specifically on health
2 or human services delivery and operates within specialized regulatory, funding, and service delivery
3 frameworks specific to the health or human services functional area.

4

5 The Health & Human Services Program Manager is distinguished from the Health & Human Services
6 Program Analyst in that the latter performs substantive program-specific work within an established
7 program framework but does not have responsibility or final authority for establishing program direction,
8 owning program outcomes, or making program-level decisions.

9

10 The Health & Human Services Program Manager is distinguished from administrative management
11 classifications in that the primary responsibility of the former is the management and oversight of specific
12 health or human service delivery programs rather than department or division-wide administrative or
13 organizational support functions. Administrative activities performed by Health & Human Services
14 Program Manager, such as grant or budget responsibilities or contract administration, are carried out in
15 direct support of assigned program operations and outcomes.

16

17 **TYPICAL TASKS AND REPRESENTATIVE DUTIES:**

18 (Not in order of importance)

19

- Plans, organizes, directs, and manages one or more assigned health or human services (HHS)
20 programs; establishes program vision, goals, priorities, policies, procedures, and performance
21 measures within applicable legal, regulatory, funding, and policy frameworks.
- Exercises full accountability for HHS program outcomes, service delivery effectiveness, quality, and
22 compliance; monitors program performance; evaluates results; and directs program modifications
23 to improve outcomes, efficiency, and responsiveness to community and stakeholder needs.
- Develops, administers, and oversees HHS program budgets; allocates and manages resources;
24 authorizes expenditures within delegated authority; monitors fiscal performance; and ensures the
25 compliant and effective use of funds, including grant and contract resources.
- Directs and oversees day-to-day HHS program operations; makes program-level decisions; and
26 ensures alignment with County priorities, governing mandates, funding conditions, and service
27 standards.

- Oversees HHS program-related contracts, grants, and service agreements; participates in or leads negotiations within delegated authority; monitors contractor and provider performance and compliance; and resolves escalated fiscal, operational, or compliance issues.
- Establishes, implements, and updates HHS program-level policies, procedures, and operational standards; evaluates and applies complex federal, state, and local laws, regulations, and funding requirements governing health or human services programs.
- Coordinates and collaborates with other County departments, governmental agencies, healthcare providers, community-based organizations, and stakeholders to support HHS program objectives, service integration, and effective delivery of services.
- Represents assigned HHS programs in meetings, committees, public forums, and interagency collaborations; serves as a program-level point of contact with oversight bodies, funding agencies, and community partners; and communicates program direction, priorities, and performance.
- Prepares and reviews program-related reports, analyses, and presentations related to performance, compliance, budgets, audits, and outcomes; and presents information to management, advisory bodies, or other stakeholders as required.
- Identifies emerging issues, risks, and opportunities affecting assigned HHS programs and develops strategies to address service delivery challenges and ensure ongoing program compliance and effectiveness.
- Supervises, mentors, and evaluates the performance of assigned staff; interviews and selects employees; recommends appointments, reassignments, and disciplinary actions; assigns and reviews work for accuracy, completeness, and compliance with policies and performance standards.
- Performs other related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles and practices of program management, oversight, and accountability as applied to health or human services programs
- Applicable federal, state, and local laws, regulations, policies, and funding requirements governing health or human services program design, delivery, and administration
- HHS program policy development, service delivery models, and performance management

- Budget preparation and control, grant administration, and contract management related to health and human services programs
- Methods of analyzing program performance, service outcomes, compliance data, and operational risks
- Effective verbal and written communication and interpersonal skills
- Applicable local, state, and federal rules, regulations, and laws
- Principles, practices, and procedures of supervision, leadership, mentoring, evaluation, training, team dynamics, and team building

10 **Ability to:**

- Provide leadership and direction for health or human services programs and exercise full program-level accountability
- Establish and implement program policies, procedures, goals, and performance measures within applicable legal, regulatory, and funding frameworks
- Develop and manage program budgets, grants, contracts, and other assigned resources
- Analyze program performance, service delivery outcomes, compliance requirements, and direct program improvements
- Exercise sound judgment, initiative, and discretion in matters with significant service, fiscal, regulatory, or public impact
- Evaluate, apply, and ensure compliance with complex and evolving laws, regulations, and funding requirements
- Utilize computer systems and software including those applications specific to the department, division, and/or program
- Promote an organized, professional, and safety-conscious work environment
- Communicate effectively verbally and in writing to a diverse population of individuals and groups
- Foster effective and positive working relationships with individuals from diverse perspectives by demonstrating strong interpersonal skills, including active listening, effective communication, advisory expertise, mediation, conflict resolution, and consensus building

30 **EDUCATION AND EXPERIENCE:**

1 A combination of education, training, and experience resulting in the required knowledge, skills, and
2 abilities. An example of qualifying education and experience includes:

3

4 Possession of a bachelor's degree from an accredited four-year college or university in public health, social
5 services, behavioral sciences, or a closely related field. In addition, three years of progressively responsible
6 professional experience in the planning, coordination, administration, or management of health, housing,
7 or human services programs, including responsibility for program operations, budgets, contracts, grants,
8 and staff.

9

10 **LICENSES AND CERTIFICATES:**

11 Certain positions within this classification may require driving. Positions that require driving as an essential
12 job function will be communicated in the job posting. When driving is an essential function of the position,
13 a valid California driver's license will be required at the time of appointment and must be maintained
14 throughout employment.

15

16 **SPECIAL SUBCLASS RECRUITMENT:**

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

23

24 Adopted:

25 BOS Approved:

26 Revised:

1 **HUMAN RESOURCES DEPARTMENT**

2 **San Luis Obispo County**

5 **PROGRAM MANAGER I, II**

7 **DEFINITION:**

8 Under direction, performs a variety of professional level duties in the management and administration of
9 assigned programs or program related automation systems; provides leadership and administrative oversight
10 in the development, implementation, operations and analysis of designated programs; may collaborate with
11 governmental agencies, other departments and community organizations to provide information, outreach,
12 and advocacy for services; and does other related work as required.

14 **DISTINGUISHING CHARACTERISTICS:**

15 The Program Manager classification is distinguished from general management classifications such as
16 Administrative Services Officer or Division Manager by the level of specialization and focus of the assignment.
17 While the Administrative Services Officer and Division Manager classifications manage the administrative,
18 budgetary and/or human resources functions across entire departments or divisions, Program Managers have
19 oversight of defined programs, established in support of the department's mission.

21 The Program Manager classification also manages and supports program related automation systems. It is
22 distinguished from information technology management classifications by the level of program knowledge
23 required and the focus on *program* related automation.

25 Program Manager I is the entry-level position in the series. Incumbents work under general supervision and
26 perform professional-level administrative, operational and analytical duties in the overall management and
27 oversight of assigned programs or program related automation systems.

29 Program Manager II is the journey-level position in the series. Incumbents work under direction and perform
30 complex professional-level administrative, operational and analytical duties in the overall management and
31 oversight of large or varied programs or program related automation systems. Programs managed at this level
32 are generally larger in scope, have a higher level of complexity, higher consequence of error, require additional
33 knowledge and abilities, and have a broader span of control than those managed at the Program Manager I
34 level.

36 **REPRESENTATIVE DUTIES:**

37 (Not in order of importance)

39

- 40 • Perform a variety of professional level activities in the planning, organizing and administering of
41 operations in support of designated programs or related automation systems of an assigned division or
42 department; participate in or lead the development, organization and implementation of policies and
43 programs and ensure activities comply with established rules, regulations, ordinances, and procedures.
- 44 • Provide leadership and administrative oversight in the review, analysis, development, and
45 implementation of designated programs or related automation systems; research and analyze a variety
46 of regulations for County and other governmental programs to ensure compliance in program activities;
47 analyze program operations to identify and implement recommendations concerning trends and policy
48 changes.
- 49 • Coordinate activities to ensure operational and organizational effectiveness; collaborate with others to
50 ensure cross-functional projects align with departmental and County-wide goals; monitor, develop and
51 provide training, evaluate and implement program related recommendations.
- 52 • May supervise, train and evaluate the performance of designated personnel as assigned; interview and
select employees and recommend transfers, reassignment, termination and disciplinary actions;

1 establish work schedules, assign employee duties and review work for accuracy, completeness and
2 compliance with established requirements; establish and maintain time lines and priorities; implement
3 County safety programs and ensure employee compliance with all safety rules and regulations; respond
4 to hazard reports; investigate and report accidents and injuries.

- 5 • Provide program related consultation and recommendations to administrators, staff and the public;
6 respond to inquiries, resolve issues and conflicts and provide detailed and technical information
7 concerning related standards, practices, laws, codes, regulations, policies and procedures.
- 8 • Prepare and maintain a variety of reports and documentation related to department or program
9 activities, project scheduling, requests for proposal, and related activities. May develop, analyze and
10 monitor program budgets, grant proposals, quarterly and annual summary as required; respond to
11 audit reports and inquiries; maintain research analysis summaries, trend review reports, charts,
12 memorandums and other documentation as needed for effective research collection and policy
13 implementation.
- 14 • Provide technical information, assistance or direction in the administration of department or program
15 activities, needs and issues; assist in the formulation, development, implementation, and interpretation
16 of policies, procedures and programs; researches, analyzes and interprets laws, codes, rules,
17 regulations, data from automated systems, and pending legislation; provide recommendations to
18 ensure compliance with local, State and federal requirements as appropriate.
- 19 • Coordinate, facilitate, and participate in a variety of meetings; serve on committees and review boards;
20 communicate with staff and various outside agencies to exchange information, coordinate activities and
21 resolve issues; enlist the support of diverse agencies and community organizations and individuals as
22 appropriate.

24 **EMPLOYMENT STANDARDS:**

25 **Knowledge of:**

- 26 • Principles, practices and technical aspects of applicable activities, programs and implementation
27 procedures
- 28 • Current developments and industry trends in program related areas
- 29 • Techniques and methods of research, analysis, and report writing
- 30 • Community outreach and basic public relations techniques
- 31 • Effective verbal and written communication techniques
- 32 • Interpersonal skills using tact, patience and courtesy
- 33 • Principles and practices of program planning, monitoring and evaluation
- 34 • Applicable local, state and federal rules, regulations and laws
- 35 • Principles and practices of budget planning, monitoring and administration
- 36 • Principles and practices of management, administration, supervision and training
- 37 • Departmental organization, procedures and standards as well as strategic direction and goals
- 38

39 **Ability to:**

- 40 • Take a leadership role in the management and administration of assigned program
- 41 • Coordinate activities with related departments and outside organizations to ensure program
42 effectiveness
- 43 • Provide consultation to County department personnel and outside agencies
- 44 • Monitor, evaluate and provide recommendations regarding program enhancement and modification
- 45 • Support and follow departmental policies, goals, guiding principles and Mission – Vision – Values
46 Statement
- 47 • Supervise, train and evaluate the performance of assigned personnel
- 48 • Communicate effectively both verbally and in writing
- 49 • Interpret, apply and explain rules, regulations, policies, procedures and legislation
- 50 • Establish and maintain cooperative and effective working relationships with others
- 51 • Analyze research data and prepare reports, summaries and recommendations
- 52 • Plan own work and work of others for successful results
- 53

1 • Operate standard office equipment including a computer and assigned software
2 • Maintain a safe and orderly work area
3

4 **EDUCATION AND EXPERIENCE:**

5 A combination of education, training, and experience resulting in the required knowledge, skills, and abilities.

6 An example of qualifying education and experience includes:

7 **Program Manager I:** Graduation from an accredited four-year college or university with a bachelor's degree
8 in a program related field. In addition, two years performing supervisory, administrative, analytical or fiscal
9 work in a program related field.

10 **Program Manager II:** One year of experience equivalent to Program Manager I.

11 **LICENSES AND OTHER REQUIREMENTS:**

12 Certain positions within this classification may require specialized licensure. When such licensure is required, it
13 will be required at the time of application and must be maintained throughout employment. Required
14 licensure will be listed in the job announcement.

15 **In Addition:** Certain positions within this classification may require driving. When driving is an essential
16 function of the position a valid **CALIFORNIA** driver's license will be required at the time of appointment and
17 must be maintained throughout employment.

18 **SPECIAL SUBCLASS RECRUITMENT:**

19 Recruitment for these positions may be conducted according to the department in which a vacancy exists and
20 the special requirements for each position.

21 This class specification generally describes the duties and responsibilities characteristic of the position(s) within
22 this class. The duties of a particular position within a multi-position class may vary from the duties of other
23 positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-
24 position class or a single-position class) will be identified and used by medical examiners and hiring authorities
25 in the selection process. If you have any questions regarding the duties or the working conditions of the
26 position, please contact the Personnel Department at (805) 781-5959.

27 Adopted: 04-28-04
28 Revised: 04-27-06
29 Revised: 05-22-13
30

31

32

33

34



COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF HUMAN RESOURCES
Jamie L. Russell Director

TO: Civil Service Commission

FROM: Mackenzie Lawrie, Human Resources Analyst

DATE: January 28, 2026

SUBJECT: Revised Classification: Public Health Nutritionist I-II
New Classification: Supervising Public Health Nutritionist
Department: Health Agency
Appointing Authority: Nicholas Drews, Health Agency Director

RECOMMENDATION

It is recommended that the Commission approve the revisions to the Public Health Nutritionist I-II classification series and the creation of the Supervising Public Health Nutritionist classification and specification as proposed. The proposed changes will realign minimum qualifications with job duties, lower barriers to entry by establishing a degreed nutritionist pathway, improve recruitment and retention, and align the County's classification structure with commonly used degreed nutritionist and Registered Dietitian models. The Supervising Public Health Nutritionist classification will address concerns with span of control, establish a formal supervisory role responsible for clinic oversight, and allow Registered Dietitians to focus on the most complex client cases in the Women, Infants, and Children (WIC) Program.

BACKGROUND

The Public Health Nutritionist (PHN) classifications support San Luis Obispo County's WIC program, a federally mandated nutrition assistance program which provides nutrition education, counseling, and support services to eligible woman, infants, and children. These services are delivered across multiple clinic locations throughout the county by nutrition professionals working with clients whose needs range from routine nutrition counseling to highly complex medical and nutritional cases.

Currently, the PHN classification series consists of a Public Health Nutritionist I and a Public Health Nutritionist II. Both levels require incumbents to be Registered Dietitians (RDs), with the II level requiring additional professional experience. Becoming a Registered Dietitian requires completion of rigorous academic and supervised practice standards established by the Commission on Dietetic Registration (CDR). As of January 1, 2024, candidates must complete, at a minimum, a master's degree from an Accreditation Council for Education in Nutrition and Dietetics-accredited program, approximately 1,200 hours of supervised practice, and pass a national registration examination. This process typically takes six to seven years or more from initial college enrollment through credentialing.

While Registered Dietitian expertise is essential for the more complex clinical cases, a significant portion of WIC services involve routine nutrition education, counseling, and client support that can be effectively provided by staff possessing a bachelor's degree in nutrition, often referred to as a "degreed nutritionist," working under the direction of an RD. However, the current classification structure does not provide an entry-level classification aligned with this scope of work. As a result, the County must require RD credentials for all PHN positions, regardless of the complexity of services provided. Over time, this structure has created significant recruitment and retention challenges due to the high barrier to entry associated with requiring Registered Dietitian credentials at all levels of the classification series. Establishing an entry-level classification for degreed nutrition professionals will allow the County to recruit and develop qualified staff who can support core program functions, while creating a sustainable workforce pipeline that supports long-term retention and professional growth within the program.

DISCUSSION

Workforce Sustainability and Entry-Level Access

County of San Luis Obispo Government Center

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Revising the Public Health Nutritionist I classification to require a bachelor's degree in nutrition or a closely related field, rather than Registered Dietitian credentials, establishes an appropriate entry-level classification aligned with the scope of routine nutrition services provided to many WIC clients. This level will function as a degreed nutritionist role, allowing the County to recruit qualified professionals who possess relevant education and experience and who can provide services under the direction of a Registered Dietitian. This structure broadens the recruitment pool and supports workforce sustainability while maintaining appropriate professional oversight and service quality.

Alignment of Credentials With Service Complexity

Under the proposed structure, the Public Health Nutritionist II classification will require Registered Dietitian credentials and will function as the advanced professional level within the program. PHN II incumbents will continue to serve as subject matter experts, providing clinical expertise, guidance, and support to other nutrition staff, particularly for clients with higher levels of medical or nutritional complexity. This approach ensures that Registered Dietitian expertise is applied where it is most impactful, while allowing routine services to be delivered by appropriately qualified degreed nutrition staff.

Strengthening Supervisory and Operational Support

Currently, formal supervisory responsibility for WIC nutrition staff resides with the Nutrition Services Program Manager. As the program has expanded across multiple clinics, the need for additional day-to-day operational oversight, clinic coordination, and staff support has increased.

The proposed Supervising Public Health Nutritionist classification will formalize the intermediate level of supervisory and operational leadership within the program. This role will support clinic operations across multiple locations, assist with staff scheduling and workflow

coordination, and provide direct services to the most complex WIC clients. Incumbents will also be Registered Dietitians, reflecting the advanced clinical and leadership responsibilities of the role. The creation of this classification enhances organizational capacity, supports effective clinic operations, and allows the Nutrition Services Program Manager to focus on broader program management and strategic oversight.

International Board-Certified Lactation Consultant (IBCLC) Subclass

The proposed changes will also allow the County to require certain positions to possess the IBCLC certification, which provides breastfeeding and lactation education and support, a mandated service of the WIC Program.

Program Impact

Together, these changes establish a clear and sustainable classification structure that:

- Expands entry-level recruitment through a degreed nutritionist pathway
- Aligns Registered Dietitian credentials with advanced clinical expertise and leadership functions
- Strengthens operational and supervisory support across clinic locations
- Improves service continuity and workforce stability within the federally mandated WIC program

RESULT

The revised Public Health Nutritionist I-II specification and the proposed Supervising Public Health Nutritionist specification accurately describe the duties, responsibilities, and minimum qualifications for each classification and are consistent with current classification format, terminology, and titling standards. Approval of these changes will establish a sustainable classification structure that supports effective service delivery, appropriate supervisory oversight, and improved recruitment and retention within the WIC program.

OTHER AGENCY INVOLVEMENT

The Health Agency and the representing union, SLOCEA, were involved in the creation and revisions of these specifications and concur with them as proposed.

Attachments:

1. Proposed Public Health Nutritionist I-II Specification – Track Changes version
2. Proposed Public Health Nutritionist I-II Specification – Clean version
3. Proposed Supervising Public Health Nutritionist Specification
4. Current Organizational Chart
5. Proposed Organizational Chart

1 HUMAN RESOURCES DEPARTMENT

2 County Of San Luis Obispo

3 SAN LUIS OBISPO COUNTY

6 PUBLIC HEALTH NUTRITIONIST I, ~~AND~~ II

8 DEFINITION:

9 Under general supervision, Classes in this series conduct, plan, and coordinate nutrition assessments,
10 provides nutrition counseling, develops care plans, and assists in planning and arranging provides al and
11 breastfeeding services for education and support for participants enrolled in the Community Based
12 Comprehensive Perinatal Program, the Special Supplemental Nutrition Program for Women, Infants, and
13 Children (W.I.C.), and other public health care programs; provide consultative, educational, and technical
14 services in the field of nutrition and breastfeeding; and do other related work as required.

16 DISTINGUISHING CHARACTERISTICS:

17 Factors that affect position allocation include the level of responsibility assigned, independence of action
18 and decision making.

20 Public Health Nutritionist I/Public Health Nutritionist I: This classification is the an the entry-level position in
21 the series and acts as a Degreed Nutritionist. Public Health Nutritionist I is distinguished from Public Health
22 Nutritionist II in that the latter is's responsible for independently performing the full range of
23 Registered Dietitian duties, while compared to the Degreed Nutritionist who performs nutritionist these
24 duties under the guidance of a Registered Dietitian. performs the full range of nutritionist duties, including
25 working with high-risk clients and possessing an active Registered Dietitian credential, while the Public
26 Health Nutritionist I performs a limited range of nutritionist duties and is not a Registered Dietitian.

28 Public Health Nutritionist II: This classification is the at the journey-level position in the series and is a
29 Registered Dietitian. Public Health Nutritionist II is distinguished from Public Health Nutritionist I in that
30 the latter performs limited the full range of the nutritionist duties under the guidance of a Registered
31 Dietitian and is not a Registered Dietitian, while the Public Health Nutritionist II independently performs

1 the full range of nutritionist duties and possesses an active Registered Dietitian credential. Under direction,
2 conducts individual nutritional and breastfeeding assessments, provides individual and group counseling,
3 develops care plans, assists in planning and arranging nutritional and breastfeeding services; trains new
4 staff and oversees the day to day activities of assigned paraprofessional staff and clinic sites.

5
6
7 Public Health Nutritionist II: Under general direction, functions as coordinator of the W.I.C. Program and
8 the nutritional segment of other public health care programs; provides consultative, educational, and
9 technical services in the field of nutrition.

10
11 **TYPICAL TASKS AND REPRESENTATIVE DUTIES:**

12 Public Health Nutritionist I:

13
14
15 Plans, arranges, and conducts nutrition and breastfeeding programs in the promotion of positive
16 health and in the dietary control of disease.

17 • Develops~~Conducts~~ comprehensive nutritional assessments, provides and provides individual
18 nutritional counseling for all lowrisklow-risk WIC program participants and determines program
19 eligibility for individuals and families.

20 • Develops and delivers nutrition education tailored to each family's needs, cultural background, and
21 literacy level.

22 • Under the guidance of a Registered Dietitian, provides high-risk comprehensive nutrition
23 assessments and counseling, processes therapeutic formula and WIC-eligible nutritional requests
24 and case management as specified by program policy and regulations.

25 • conducts educational programs in nutrition and breastfeeding for departmental staff and local
26 health and community groups; iUnder the guidance of a Registered Dietitian, iinterprets the special
27 dietary needs and problems challenges of persons individuals most susceptible to nutritional
28 deficiencies, such as pregnant and breastfeeding women, infants, children and adolescents, and
29 other populations as neededsenior citizens, those with chronic illnesses or physical handicaps, and
30 those with a limited food budget resources, under the guidance of a Registered Dietitian.

1 ; coordinates W.I.C. Clinics; provides therapeutic diet and breastfeeding counseling; develops
2 high-risk care plans; ~~a~~May assists other public health nurses staff with specific nutrition,
3 breastfeeding and/or related problems of individual clients and families.

4 ; pProvides consultation to physicians, public health nurses, and other health agency
5 personnelprofessionals on nutritional needs and issues affecting individuals and the broader
6 community, with the goal of promoting overall health and wellness. regarding nutritional
7 requirements and problems of the public and individual patients.

8 ; conducts studies and surveys relating to nutritional and breastfeeding issues, dietary patterns and
9 food needs of population groups; reviews and evaluates nutritional and breastfeeding research
10 and interprets it to professional and lay groups; ~~a~~Attends and participates in workshops and
11 conferences ~~in order~~ to promote nutrition and breastfeeding for better public health.

12 Assists in planning, organizing, and implementing targeted outreach campaigns.

13 ; pPrepares and arranges for booklets, posters, exhibits, news releases, and radio broadcasts for
14 the public concerning nutrition and breastfeeding; ~~assists in preparing grant requests; may serve~~
15 as a member of various public health commissions/committees; supervises and trains staff
16 assigned; prepares a variety of correspondence, reports, and budgetary materials.

17 May conduct studies and surveys relating to nutritional and breastfeeding issues, dietary patterns,
18 and food needs of population groups.

19 Provides May provide breastfeeding education and counseling to support individuals in achieving
20 their feeding goals.

21 Assists in planning and delivering targeted nutrition and breastfeeding education classes, such as
22 smart snacking, meal planning on a budget, healthy meals with whole grains, veggies are yummy
23 and newborn feeding secrets..

24 Refers clients to appropriate medical and social services.

25 Participates in WIC Authorized vendor visits..

26 Assists in performing quality improvement audits for WIC paraprofessionals.

27 Performs other related duties as assigned.

29 Public Health Nutritionist II (in addition to the above):

30 Provides high-risk comprehensive nutrition assessments and counseling, processes therapeutic
31 formula and WIC-eligible nutritional requests and case management as specified by program policy
32 and regulations.

1 Provides individual nutritional counseling for high-risk WIC program participants.

2 Develops care plans for high-risk WIC program participants.

3 • Conducts educational programs in nutrition and breastfeeding for departmental staff and local
4 health and community groups. Processes therapeutic formula and eligible nutrition requests for WIC
5 program participants.

6 • Assists with compiling data for the development and monitoring of program reports; may conduct
7 studies and surveys relating to nutritional and breastfeeding issues, dietary patterns, and food
8 needs of population groups.

9 • Assists with training, organizing, and directing the work of Public Health Nutritionist I's and WIC
10 Nutrition Assistant certification process for staff. other staff.

11 • Assists in the evaluation of procedures and recommends and implements improvements; assists in
12 development and maintenance of procedure manuals.

13 • Assists in the development, implementation, and/or evaluation of the Local Agency (LA) Nutrition
14 Services Plan, Staff Training Plan, and ongoing Continuous Quality Improvement (CQI) plan.

15 • May act as the local agency's Vendor Liaison Coordinator, Dietetic Internship Coordinator preceptor,
16 Breastfeeding Education Coordinator, Nutrition Education Coordinator, and/or Farmers' Market
17 Nutrition Program Coordinator.

18 • Ensures that all locally developed nutrition education materials for participants contain
19 accurate, reliable, science-based, and culturally appropriate information.

20 • Tailors and communicates food and nutrition messages based on relevance, health literacy, and
21 cultural communication preferences of diverse populations.

22 • May serve as a member of various public health commissions and committees.

23 • Performs other related duties as assigned.

24 •

25 **DISTINGUISHING CHARACTERISTICS:**

26 Factors that affect position allocation include the level of responsibility assigned, independence of action
27 and decision making.

28
29
30 Public Health Nutritionist I: Under direction, conducts individual nutritional and breastfeeding
31 assessments, provides individual and group counseling, develops care plans, assists in planning and
32 arranging nutritional and breastfeeding services; trains new staff and oversees the day to day activities of
33 assigned paraprofessional staff and clinic sites.

1
2 Public Health Nutritionist II: Under general direction, functions as coordinator of the W.I.C. Program and
3 the nutritional segment of other public health care programs; provides consultative, educational, and
4 technical services in the field of nutrition.

5

6 **EMPLOYMENT STANDARDS:**

7

8 **Knowledge of:**

9 Public Health Nutritionist I:

10 ~~Nutrition programs~~
11 ~~Nutritional needs of pregnant, breastfeeding, and postpartum women~~
~~Nutritional needs of infants and children~~

- 12 • Foundational nutrition science and dietary guidelines
- 13 • General nutrition needs across the lifespan, including pregnancy, infancy, and childhood
- 14 • Basic breastfeeding knowledge and general infant feeding principles
- 15 • AUnderstanding of anthropometric data and ability to assess for nutritional risk
- 16 • Healthy lifestyle guidance and nutrition in relation to health and disease
- 17 • Food safety, meal planning, and practical dietary guidance and education
- 18 • Current trends and issues in nutrition
- 19 • CKnowledge of cultural and socioeconomic factors that influence eating behaviors
- 20 • Effective verbal and written communication and, and interpersonal skills and counseling techniques
- 21 • Applicable local, state, and federal rules, regulations, and laws, and laws
- 22 •

23 ~~Standard office software; techniques and practices of nutrition and breastfeeding; food requirements~~
24 ~~based on various age and occupational groups, pregnant women, breastfeeding women, infants, children~~
25 ~~and others with special food requirements; basic supervision to oversee the activities of assigned staff,~~
26 ~~educational methods and skills in training others; community health organizations and resources; current~~
27 ~~social and economic problems pertaining to public health nutrition; food acceptance habits of different~~
28 ~~ethnic and age groups.~~

29

30 Public Health Nutritionist II (in addition to the above): The above, plus:

- 31 • Advanced knowledge and experience in a specific area of nutrition and
breastfeeding
- 32 • Employee supervision and office management.
- 33 • Evidence-based or best practice guidelines and methods to assess and interpret individual

nutritional status to determine priority nutritional needs of target populations across the life span

- Tailors and communicates food and nutrition messages based on relevance, health literacy and cultural communication preferences of diverse populations
Evidence-based or best practice guidelines and methods to assess and interpret individual nutritional status to determine priority nutritional needs of target populations

- Concepts of cultural sensitivity when developing, implementing, and evaluating food and nutrition interventions for health promotion

- Interviewing and counseling techniques to positively impact behavior change and improve overall health and wellness

- Effectively communicates relevant scientific food and nutrition information to diverse audiences
Role of cultural, socioeconomic, and behavioral factors in the availability, accessibility, acceptability, and delivery of public health services

- Ethics and professional standards required for national registrations and ongoing credentialing

- Electronic health records

- Principles of leadership and training

Role of cultural, socioeconomic and behavioral factors in the availability, accessibility, acceptability and delivery of public health services

Ethics and professional standards required for national registrations and ongoing credentialing

Electronic health records

Ability to:

Public Health Nutritionist I:: Plan and conduct/impl programs for the promotion of proper nutrition, breastfeeding, and the dietary control of disease

- Plan, implement, and monitor programs that promote optimal nutrition, breastfeeding, and healthy lifestyles to improve maternal and child health outcomes and reduce chronic disease risk
- Provide practical nutrition guidance and healthy lifestyle advice tailored to individual needs, empowering families to make informed, affordable choices; assist with the supervision of assigned paraprofessional staff; establish and maintain effective working relationships; analyze menus and diets for nutritional adequacy

- Develop and present educational programs on nutrition; breastfeeding, program operations and related topics, speak and write effectively
Understand and apply laws, codes, rules, regulations, policies, and procedures
- Utilize computer software including those applications specific to the department, division, and/or program
- Promote an organized, professional, and safety-conscious work environment
- Communicate effectively verbally and in writing to a diverse population of individuals and groups
- Foster effective and positive working relationships with individuals from diverse perspectives by demonstrating strong interpersonal skills, including active listening, effective communication, advisory expertise, mediation, conflict resolution, and consensus building
- ; perform responsibilities in a non-judgmental manner.

Public Health Nutritionist II (in addition to the above): The above, plus: assist in the preparation and administration of program budgets; direct the work of others.

- Provide clinical nutrition guidance, including assessment and individualized interventions for complex or high-risk populations
- Train and mentor staff by supporting consistent application of nutrition practices and contributing to peer learning and oversee nutrition practices and clinical care
- Develop and present educational programs on nutrition, breastfeeding, program operations, and related topics
- Assist in developing and implementing policies and procedures to ensure compliance with laws, codes, rules, and regulations, and professional standards

EDUCATION AND EXPERIENCE:

A combination of education, training, and experience resulting in the required knowledge, skills, and abilities. An example of qualifying education and experience includes:

Public Health Nutritionist I: Graduation from an accredited college or university with Possession
Completion of a bachelor's or master's degree from an accredited college or university in nutrition, dietetics, or a closely related field. In addition, Nutritional Sciences, Community Nutrition, Clinical Nutrition, Dietetics or Public Health Nutrition and one year of training in a dietetic internship approved by the American Dietetic Association.

1
2 Public Health Nutritionist II: ~~Possession Completion Possession of a bachelor's or master's degree from an~~
3 ~~accredited college or university in nutrition, dietetics, or a closely related field. In addition, possession of~~
4 ~~valid certification as a Registered Dietitian (RD) or Registered Dietitian Nutritionist (RDN) from the Academy~~
5 ~~of Nutrition and Dietetics Commission on Dietetic Registration. The above, plus: one year experience in~~
6 ~~community nutrition, including dietetic experience in the various developmental stages of pregnancy,~~
7 ~~lactation, infancy and childhood.~~

8

9 **REGISTRATION/LICENSES AND CERTIFICATES:**

10 Public Health Nutritionist II: Possession Completion Possession of valid certification as a Registered Dietitian
11 (RD) or Registered Dietitian Nutritionist (RDN) from the Academy of Nutrition and Dietetics Commission on
12 Dietetic Registration or equivalent institution is required at the time of appointment and must be
13 maintained throughout employment.

14

15 Certification from the International Board of Lactation Consultant Examiners or equivalent institution may
16 be required for certain positions within this class. When required, certification must be held at time of
17 application and maintained throughout employment.

18

19 Certain positions within this classification may require driving. Positions that require driving will be
20 communicated in the job posting. When driving is an essential function of the position, a valid California
21 driver's license will be required at the time of appointment and must be maintained throughout
22 employment.

23 Both levels: Registration with the American Dietetic Association is required. A valid CALIFORNIA driver's
24 license is required at the time of appointment and must be maintained throughout employment

25

26 **SPECIAL SUBCLASS RECRUITMENT:**

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

1 information will also be made available for review at the time of any recruitment for that position and at
2 such other times as reasonably required.

3

4 Adopted: 11-19-1986

5 Revised: 02-28-2001

6 Revised: 07-24-2024

DRAFT

1 **HUMAN RESOURCES DEPARTMENT**

2 **County Of San Luis Obispo**

4 **PUBLIC HEALTH NUTRITIONIST I, II**

6 **DEFINITION:**

7 Under general supervision, conducts nutrition assessments, provides nutrition counseling, develops care
8 plans, and provides breastfeeding education and support for participants enrolled in the Special
9 Supplemental Nutrition Program for Women, Infants, and Children (WIC).

11 **DISTINGUISHING CHARACTERISTICS:**

12 Public Health Nutritionist I: This classification is the entry-level position in the series and acts as a Degreed
13 Nutritionist. Public Health Nutritionist I is distinguished from Public Health Nutritionist II in that the latter
14 is responsible for independently performing the full range of Registered Dietitian duties, while the Degreed
15 Nutritionist performs nutritionist duties under the guidance of a Registered Dietitian.

17 Public Health Nutritionist II: This classification is the journey-level position in the series and is a Registered
18 Dietitian. Public Health Nutritionist II is distinguished from Public Health Nutritionist I in that the latter
19 performs nutritionist duties under the guidance of a Registered Dietitian, while the Public Health
20 Nutritionist II independently performs the full range of nutritionist duties and possesses an active
21 Registered Dietitian credential.

23 **TYPICAL TASKS AND REPRESENTATIVE DUTIES:**

24 Public Health Nutritionist I:

- 25 • Conducts comprehensive nutritional assessments for low-risk WIC participants and determines
26 program eligibility for individuals and families.
- 27 • Develops and delivers nutrition education tailored to each family's needs, cultural background, and
28 literacy level.
- 29 • Under the guidance of a Registered Dietitian, provides high-risk comprehensive nutrition
30 assessments and counseling, processes therapeutic formula and WIC-eligible nutritional requests
31 and case management as specified by program policy and regulations.

- Under the guidance of a Registered Dietitian, interprets the special dietary needs and challenges of individuals most susceptible to nutritional deficiencies, such as pregnant and breastfeeding women, infants, children and adolescents, and other populations as needed.
- May assist other public health staff with specific nutrition, breastfeeding, and/or related problems of individual clients and families.
- Provides consultation to physicians, public health nurses, and other health professionals on nutritional needs and issues affecting individuals and the broader community, with the goal of promoting overall health and wellness.
- Attends and participates in workshops and conferences to promote nutrition and breastfeeding for better public health.
- Assists in planning, organizing, and implementing targeted outreach campaigns.
- Prepares and arranges for booklets, posters, exhibits, news releases, and radio broadcasts for the public concerning nutrition and breastfeeding.
- May conduct studies and surveys relating to nutritional and breastfeeding issues, dietary patterns, and food needs of population groups.
- Provides breastfeeding education and counseling to support individuals in achieving their feeding goals.
- Assists in planning and delivering targeted nutrition and breastfeeding education classes, such as smart snacking, meal planning on a budget, and newborn feeding secrets.
- Refers clients to appropriate medical and social services.
- Participates in WIC Authorized vendor visits.
- Assists in performing quality improvement audits for WIC paraprofessionals.
- Performs other related duties as assigned.

Public Health Nutritionist II (in addition to the above):

- Provides high-risk comprehensive nutrition assessments and counseling, processes therapeutic formula and WIC-eligible nutritional requests and case management as specified by program policy and regulations.
- Conducts educational programs in nutrition and breastfeeding for departmental staff and local health and community groups.

- Assists with compiling data for the development and monitoring of program reports; may conduct studies and surveys relating to nutritional and breastfeeding issues, dietary patterns, and food needs of population groups.
- Assists with training, organizing, and directing the work of Public Health Nutritionist I and WIC Nutrition Assistant certification process for staff.
- Assists in the evaluation of procedures and recommends and implements improvements; assists in development and maintenance of procedure manuals.
- Assists in the development, implementation, and/or evaluation of the Local Agency (LA) Nutrition Services Plan, Staff Training Plan, and ongoing Continuous Quality Improvement (CQI) plan.
- May act as the local agency's Vendor Liaison Coordinator, Dietetic Intern preceptor, Breastfeeding Education Coordinator, Nutrition Education Coordinator, and/or Farmers' Market Nutrition Program Coordinator.
- Ensures that all locally developed nutrition education materials for participants contain accurate, reliable, science-based, and culturally appropriate information.
- Tailors and communicates food and nutrition messages based on relevance, health literacy, and cultural communication preferences of diverse populations.
- May serve as a member of various public health commissions and committees.
- Performs other related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

Public Health Nutritionist I:

- Foundational nutrition science and dietary guidelines
- General nutrition needs across the lifespan, including pregnancy, infancy, and childhood
- Basic breastfeeding knowledge and general infant feeding principles
- Anthropometric data and ability to assess nutritional risk
- Healthy lifestyle guidance and nutrition in relation to health and disease
- Food safety, meal planning, and practical dietary guidance and education
- Current trends and issues in nutrition
- Cultural and socioeconomic factors that influence eating behaviors
- Effective verbal and written communication and interpersonal skills
- Applicable local, state, and federal rules, regulations, and laws

1 Public Health Nutritionist II (in addition to the above):

2 • Evidence-based or best practice guidelines and methods to assess and interpret individual
3 nutritional status to determine priority nutritional needs of target populations
4 • Concepts of cultural sensitivity when developing, implementing, and evaluating food and nutrition
5 interventions for health promotion
6 • Interviewing and counseling techniques to positively impact behavior change and improve overall
7 health and wellness
8 • Role of cultural, socioeconomic, and behavioral factors in the availability, accessibility, acceptability,
9 and delivery of public health services
10 • Ethics and professional standards required for national registrations and ongoing credentialing
11 • Electronic health records
12 • Principles of leadership and training

13

14 **Ability to:**

15 Public Health Nutritionist I:

16 • Plan, implement, and monitor programs that promote optimal nutrition, breastfeeding, and healthy
17 lifestyles to improve maternal and child health outcomes and reduce chronic disease risk
18 • Provide practical nutrition guidance and healthy lifestyle advice tailored to individual needs,
19 empowering families to make informed, affordable choices
20 • Understand and apply laws, codes, rules, regulations, policies, and procedures
21 • Utilize computer software including those applications specific to the department, division, and/or
22 program
23 • Promote an organized, professional, and safety-conscious work environment
24 • Communicate effectively verbally and in writing to a diverse population of individuals and groups
25 • Foster effective and positive working relationships with individuals from diverse perspectives by
26 demonstrating strong interpersonal skills, including active listening, effective communication,
27 advisory expertise, mediation, conflict resolution, and consensus building

28

29 Public Health Nutritionist II (in addition to the above):

30 • Provide clinical nutrition guidance, including assessment and individualized interventions for
31 complex or high-risk populations

- 1 • Train and mentor staff by supporting consistent application of nutrition practices and contributing
2 to peer learning
- 3 • Develop and present educational programs on nutrition, breastfeeding, program operations, and
4 related topics
- 5 • Ensure compliance with laws, codes, rules, regulations, and professional standards

6

7 **EDUCATION AND EXPERIENCE:**

8 A combination of education, training, and experience resulting in the required knowledge, skills, and
9 abilities. An example of qualifying education and experience includes:

10

11 Public Health Nutritionist I: Possession of a bachelor's or master's degree from an accredited college or
12 university in nutrition, dietetics, or a closely related field.

13

14 Public Health Nutritionist II: Possession of a bachelor's or master's degree from an accredited college or
15 university in nutrition, dietetics, or a closely related field. In addition, possession of valid certification as a
16 Registered Dietitian (RD) or Registered Dietitian Nutritionist (RDN) from the Academy of Nutrition and
17 Dietetics Commission on Dietetic Registration.

18

19 **LICENSES AND CERTIFICATES:**

20 Public Health Nutritionist II: Possession of valid certification as a Registered Dietitian (RD) or Registered
21 Dietitian Nutritionist (RDN) from the Academy of Nutrition and Dietetics Commission on Dietetic
22 Registration or equivalent institution is required at the time of appointment and must be maintained
23 throughout employment.

24

25 Certification from the International Board of Lactation Consultant Examiners or equivalent institution may
26 be required for certain positions within this class. When required, certification must be held at time of
27 application and maintained throughout employment.

28

29 Certain positions within this classification may require driving. Positions that require driving will be
30 communicated in the job posting. When driving is an essential function of the position, a valid California
31 driver's license will be required at the time of appointment and must be maintained throughout
32 employment.

1

2 **SPECIAL SUBCLASS RECRUITMENT:**

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

9

10 Adopted: 11-19-1986

11 Revised: 02-28-2001

12 Revised: 07-24-2024

DRAFT

1 **HUMAN RESOURCES DEPARTMENT**

2 **County of San Luis Obispo**

4 **SUPERVISING PUBLIC HEALTH NUTRITIONIST**

6 **DEFINITION:**

7 Under general direction, ensures compliance with the Special Supplemental Nutrition Program for Women,
8 Infants, and Children (WIC) requirements; supervises professional and paraprofessional staff assigned to
9 WIC clinic locations; oversees clinic operations, staff scheduling, and daily workflows; provides nutrition
10 services to individuals and/or families, including the most advanced and complex nutrition assessments
11 and counseling; and leads development, implementation, and evaluation of the Local Agency Nutrition
12 Services Plan, Staff Training Plan, and Continuous Quality Improvement (CQI) activities.

14 **DISTINGUISHING CHARACTERISTICS:**

15 The Supervising Public Health Nutritionist is the working supervisory level in the Public Health Nutritionist
16 job family. This classification is distinguished from Public Health Nutritionist II in that the latter performs
17 journey-level nutrition services and may assist with training and coordination tasks, while the Supervising
18 Public Health Nutritionist has supervisory responsibility over assigned staff, clinic operations, work
19 schedules, performance evaluations, and disciplinary actions. The Supervising Public Health Nutritionist
20 also serves as the senior Registered Dietitian for the program, providing advanced technical expertise,
21 quality assurance oversight, and coordination of program activities across clinic sites.

23 This classification is distinguished from the Nutrition Services Program Manager in that the latter has
24 overall responsibility for program operations, budget authority, and final accountability for WIC Local
25 Agency operations.

27 **TYPICAL TASKS AND REPRESENTATIVE DUTIES:**

- 28 • Supervises, mentors, and evaluates the performance of assigned staff; participates in interviewing
29 and training; assigns tasks and provides functional oversight; monitors work for quality and
30 compliance; and escalates complex issues to management.
- 31 • Ensures staff adherence to program standards, productivity targets, and operational procedures;
32 addresses performance concerns proactively to maintain high-quality services.

- Oversees day-to-day clinic operations, including staff and clinic scheduling, workload distribution, complex issue resolution, and coordination of services across multiple clinic sites. Continuously assesses workflows, identifies bottlenecks, and implements improvements to optimize efficiency and client satisfaction.
- Provides guidance and technical consultation to staff on complex nutrition, breastfeeding, and high-risk cases; serves as the subject matter expert for high-needs participants, complex client issues, complaints, and staff performance questions.
- Performs comprehensive nutrition assessments, provides individual nutritional counseling and community referrals for all WIC program participants; serves as the designated nutrition expert for high-risk participants requiring advanced nutrition intervention.
- Monitors and evaluates care plans for high-risk participants.
- Ensures staff consistency and compliance with WIC and public health nutrition standards; supports staff in achieving consistent quality across all participant interactions and ensures adherence to protocols at the clinic site.
- Identifies training needs and may develop training tools and/or conduct training; ensures all staff at the clinic site are fully trained and competent in program operations, nutrition services, and customer service.
- Ensures compliance with applicable local, state, and federal laws, regulations, and policies governing WIC program operations, nutrition services, and breastfeeding support.
- Leads staff training and Continuous Quality Improvement (CQI) effort for staff at the clinic(s), proactively monitoring productivity, workflows, and operational issues to ensure consistent, high-quality nutrition services across assigned clinic site(s).
- Coordinates staff onboarding, training, mentoring, and ongoing competency assessments; maintains training and competency documentation.
- Participates in WIC statewide, regional, and Local Agency meetings, workgroups, and trainings as directed.
- Assists the Nutrition Services Program Manager with WIC Program Monitoring Visit (PMV) preparation by coordinating staff assignments, record requests, and corrective actions, and develops and maintains program procedures and guidance to improve workflow, standardization, and quality.
- Provides oversight of clinic procedures for issuance of therapeutic formula and eligible nutritional requests; ensures timely processing and compliance with policy.

- Assists the Nutrition Services Program Manager by carrying out the responsibilities of one designated functional area within the WIC program in accordance with California Department of Public Health WIC policies and procedures. Functional areas include, but are not limited to, nutrition education, breastfeeding support, the farmers' market nutrition program, outreach, training, and local vendor liaison activities.
- Supervises interns, fellows, or students placed in the program; provides training, daily oversight, and evaluation.
- Participates in outreach activities, community partnerships, coalitions, and public health initiatives promoting nutrition, breastfeeding, and health equity.
- Prepares and reviews correspondence, reports, program data summaries, and other written materials.
- Communicates consistently with clinic staff to provide updates, policy changes, and important information in a timely and effective manner.
- May act as liaison with community agencies, health care providers, and other County departments regarding nutrition and breastfeeding services.
- Performs other related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

- Nutrition and public health principles that aim to improve or maintain optimal health of target populations
- Social, cultural, and economic challenges faced by individuals and families that impact public health nutrition
- Evidence-based or best practice guidelines and methods to assess and interpret individual nutritional status to determine priority nutritional needs of target populations
- Public health clinic operations, workflow management, and service delivery models
- Concepts of cultural sensitivity when developing, implementing, and evaluating food and nutrition interventions for health promotion
- Interviewing and counseling techniques to positively impact behavior change and improve overall health and wellness
- Community health principles and the role of partnerships, coalitions, and outreach in promoting nutrition and breastfeeding

1 • Effective verbal and written communication and interpersonal skills

2 • Applicable local, state, and federal rules, regulations, and laws

3 • Principles, practices, and procedures of effective supervision, leadership, mentoring, training, team

4 dynamics, and team building

5

6 **Ability to:**

7 • Coordinate operations across multiple clinic locations and maintain efficient workflow and high-

8 quality service delivery

9 • Plan, implement, and monitor programs that promote optimal nutrition, breastfeeding, and healthy

10 lifestyles to improve maternal and child health outcomes and reduce risk of chronic diseases

11 • Learn WIC program operations, including certification, high-risk care planning, nutrition education,

12 breastfeeding promotion, and documentation standards

13 • Develop, implement, and monitor staff training programs and competency assessments

14 • Perform advanced nutrition assessments and develop care plans for high-risk clients

15 • Interpret and apply WIC program regulations, policies, and procedures

16 • Assist in preparing for and responding to WIC Program Monitoring Visits and/or Management

17 Evaluations

18 • Assist in developing, implementing, and evaluating program procedures, training materials, and

19 quality improvement initiatives to enhance workflow, compliance, and program outcomes

20 • Understand and apply laws, codes, rules, regulations, policies, and procedures and ensure staff

21 adherence to these requirements

22 • Utilize computer software including applications specific to the department, division, and/or

23 program

24 • Promote an organized, professional, and safety-conscious work environment

25 • Communicate effectively verbally and in writing to a diverse population of individuals and groups

26 • Foster effective and positive working relationships with individuals from diverse perspectives by

27 demonstrating strong interpersonal skills, including active listening, effective communication,

28 advisory expertise, mediation, conflict resolution, and consensus building

29

30 **EDUCATION AND EXPERIENCE:**

31 A combination of education, training, and experience resulting in the required knowledge, skills, and

32 abilities. An example of qualifying education and experience includes:

1
2 Possession of a bachelor's or master's degree from an accredited college or university in nutrition, dietetics,
3 or a closely related field and possession of valid certification as a Registered Dietitian (RD) or Registered
4 Dietitian Nutritionist (RDN) from the Academy of Nutrition and Dietetics Commission on Dietetic
5 Registration. In addition, two years of experience as a Public Health Nutritionist II or an equivalent position.
6 Experience working in a public health clinic setting, especially within the WIC program, is highly desirable.
7

8 **LICENSES AND CERTIFICATES:**

9 Possession of valid certification as a Registered Dietitian (RD) or Registered Dietitian Nutritionist (RDN) from
10 the Academy of Nutrition and Dietetics Commission on Dietetic Registration or equivalent institution is
11 required at the time of appointment and must be maintained throughout employment.

12
13 Certain positions within this classification may require driving. Positions that require driving will be
14 communicated in the job posting. When driving is an essential function of the position, a valid California
15 driver's license will be required at the time of appointment and must be maintained throughout
16 employment.

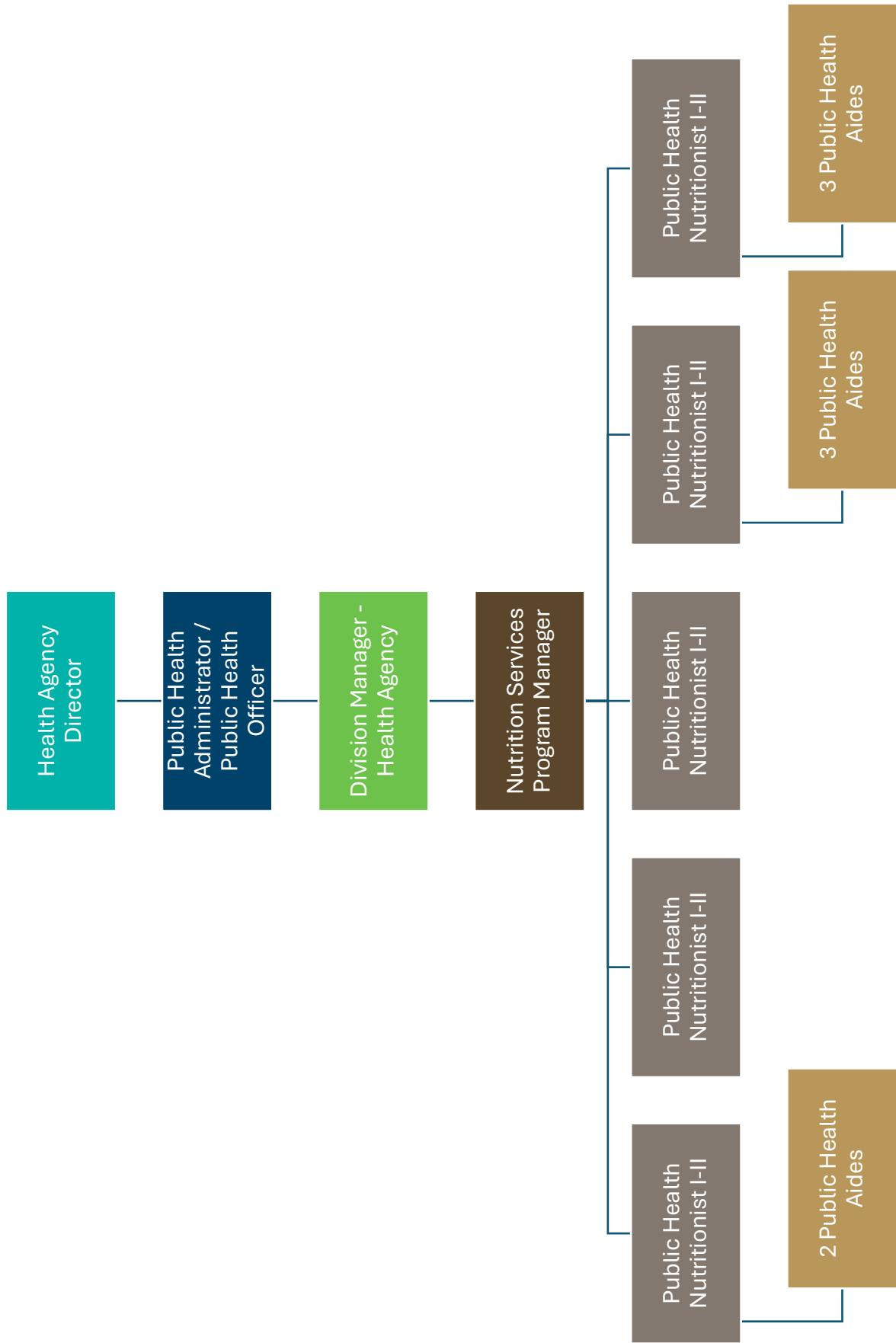
17
18 **SPECIAL SUBCLASS RECRUITMENT:**

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

25
26 Adopted:

Public Health Department

Current Organizational Chart: Nutrition Services



Public Health Department

Proposed Organizational Chart: Nutrition Services

