

# County of Santa Cruz

INVITES YOU TO APPLY FOR:



## California Children's Services Specialist I

Supplemental Questionnaire Required

Bilingual (Spanish/English) Candidates Encouraged to

Apply

Job # 23-SG3-01

Salary: \$4,526 – 5,722 / Month

Closing Date: Friday, February 24, 2023

**THE JOB:** Under general supervision, determines financial and residential eligibility of applicants to the California Children's Services Program for diagnosis and treatment of medical conditions or disabilities; manages assigned caseload; and does other work as required. The California Children's Services Specialist plays an important role to improve the health and lives of children with complicated medical needs. The CCS Specialist works closely with the CCS Nurse Case Manager and CCS Office Assistant to process applications and connect families with needed resources. The CCS Specialist also enjoys working with the public over the phone and in-person to provide detailed guidance to the families. The ideal candidate is a critical thinker, problem solver, self-starter, and team player. Knowledge of medical terminology is recommended, but not required. Incumbents initially work under close supervision and receive on-the-job training in performing eligibility determination and case monitoring activities. California Children Services Specialist I is the trainee class in the series. Incumbents are expected to advance to the California Children's Services Specialist II level after one year of service at the California Children's Services Specialist I level.

**THE REQUIREMENTS:** Any combination of education and experience, which would provide the required knowledge and abilities, is qualifying, unless otherwise specified. A typical way to obtain the knowledge and abilities would be:

One year of experience working in a medical or human services setting which has included client or patient contact.

**OR**

Thirty semester units of successfully completed college level coursework in psychology, social work, sociology, or a closely related field.

**Special Requirements: License:** Possession and maintenance of a valid California Class C Driver License, or the ability to provide suitable transportation which is approved by the appointing authority.



**Knowledge:** Working knowledge of basic arithmetic. Some knowledge of interviewing techniques for obtaining factual information; medical terminology; methods of organizing work; record-keeping practices and procedures; human motivation and behavior.

**Ability to:** Read, understand, explain and apply complex regulations and policies governing public and private medical assistance programs; gather, record and evaluate information necessary to determine initial and continuing eligibility for assistance; exercise initiative and resourcefulness in locating other medical assistance programs, in order to facilitate cost containment; exercise independent judgment and recognize those situations that require consultation with the program manager; understand the emotional and social problems of families with terminally ill or severely disabled children; organize and process transactions to meet frequent deadlines; Maintain systematic and accurate records; recognize problems requiring referral to medical and allied resources; establish and maintain effective working relationships with others; communicate effectively in written and oral form; Prepare reports and statistical data; perform basic arithmetic calculations; input, access and analyze data using a computer.

**THE EXAMINATION:** Your application and supplemental application will be reviewed to determine if you have met the education, experience, training and/or licensing requirements as stated on the job announcement. If you meet these criteria and are one of the best qualified, you may be required to compete in any combination of written, oral and/or performance examinations or a competitive evaluation of training and experience as described on your application and supplemental application. You must pass all components of the examination to be placed on the eligible list. The examination may be eliminated if there are ten or fewer qualified applicants. If the eligible list is established without the administration of the announced exam, the life of the eligible list will be six months and your overall score will be based upon an evaluation of your application and supplemental application. If during those six months it is necessary to administer another examination for this job class, you will be invited to take the examination to remain on the eligible list.

**HOW TO APPLY:** Apply online at [www.santacruzcountyjobs.com](http://www.santacruzcountyjobs.com) or mail/bring an application and supplemental questionnaire to: Santa Cruz County Personnel Department, 701 Ocean Street, Room 510, Santa Cruz, CA 95060. For information, call (831) 454-2600. Hearing Impaired TDD/TTY: 711. Applications will meet the final filing date if received: 1) in the Personnel Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.

**Women, minorities, and people with disabilities are encouraged to apply. If you have a disability that requires test accommodation, please call (831) 454-2600.**

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.

Some positions may require fingerprinting and/or background investigation.

## **CALIFORNIA CHILDREN'S SERVICES SPECIALIST I – SUPPLEMENTAL QUESTIONNAIRE**

The supplemental questions are designed specifically for this recruitment. Applications received without the required supplemental information will be screened out of the selection process. Employment experiences referred to in your response must also be included in the Employment History section of the application.

**NOTE: Please answer the question(s) below as completely and thoroughly as possible, as your answer(s) may be used to assess your qualifications for movement to the next step in the recruitment process.**

1. Describe your experience working with families to connect their children with essential health supporting appointments and resources.
2. Please share your training in medical terminology and overall experience with the following programs: Microsoft Office – Excel, Outlook, Teams, or electronic medical records.

### **EMPLOYEE BENEFITS:**

**ANNUAL LEAVE** – 22 days first year, increasing to 37 days after 15 years of service. Available for vacation and/or sick leave.

**HOLIDAYS** – 14 paid holidays per year.

**BEREAVEMENT LEAVE** – 3 days paid in California, 5 days paid out-of-state.

**MEDICAL PLAN** – The County contracts with CalPERS for a variety of medical plans. For most plans, County contributions pay a majority of the premiums for employees and eligible dependents.

**DENTAL PLAN** – County pays for employee and eligible dependent coverage.

**VISION PLAN** – County pays for employee coverage. Employee may purchase eligible dependent coverage.

**RETIREMENT** – Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees' Pension Reform Act of 2013(PEPRA). Pension benefit determined by final average compensation of three years. County participates in Social Security.

**LIFE INSURANCE** – County paid \$20,000 term policy. Employee may purchase additional life insurance.

**DISABILITY INSURANCE** – Employees in the General Representation Unit participate in the State Disability Insurance (SDI) program. This program is funded 100% by employee payroll deductions.

**DEPENDENT-CARE PLAN** – Employees who make contributions for child or dependent care may elect to have their contributions made utilizing "pre-tax dollars."

**H-CARE PLAN** – Employees who pay a County medical premium may elect this pre-tax program.

**HEALTH CARE FLEXIBLE SPENDING ALLOWANCE (HCFA)** – Employees may elect this pre-tax program to cover qualifying health care expenses.

**DEFERRED COMPENSATION** – A deferred compensation plan is available to employees.

**Note: Provisions of this bulletin do not constitute an expressed or implied contract.**

[www.santacruzcountyjobs.com](http://www.santacruzcountyjobs.com)

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