

SANTA CRUZ COUNTY  
CIVIL SERVICE COMMISSION  
Minutes for July 18, 2013 at 5:45 p.m.  
701 Ocean Street, Room 500  
Santa Cruz, California

Present: Dina Hoffman, Carmen Potro, and Bob Pursley  
Absent: Margaret Leonard and Olivia Madrigal

Staff present: Ajita Patel, Deputy Director

1. Approved minutes of the meeting of March 21, 2013.  
Motion/Second: Hoffman and Potro. Passed unanimously.
2. Changes or additions to the agenda:  
None
3. Oral Communications:  
None
4. Secretary's Report:
  - a) Distributed information regarding Ethics Training required for the Commissioners.  
Asked Commissioners to complete by November 2013.
  - b) Reminded Commissioners that disciplinary hearing appeals are scheduled for August 21, 2013, October 16, 2013 and December 18, 2013.
5. Old Business:  
None
6. New Business:  
None
7. Adopted Delegated Classification Report.  
Motion/Second: Hoffman and Pursley. Passed unanimously.
8. Received and filed correspondence from:
  - a) Supervisor Friend regarding appointment of Robert J. Pursley. Chair Neil Coonerty regarding the 2011 & 2012 Biennial Report.
  - b) Received and filed correspondence from Jeffrey Smedberg, on behalf of SEIU, dated April 5, 2013. (Staff reported that Mr. Smedberg and Ms. Narvaez, Executive Director SEIU, are working with the Personnel Director and Deputy Director on this matter. Commissioner Hoffman reminded Staff that she would still like a report from the Sheriff's Office relaying how they handle the evaluation process. Staff reported that they would work with the Sheriff's Office in completing that).
  - c) Adjournment: 6:10 p.m.

Next meeting is scheduled for September 19, 2013 at 5:45 p.m.  
(Commissioners Potro and Hoffman will be out of town)



# County of Santa Cruz

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## PERSONNEL DEPARTMENT

MICHAEL J. MCDUGALL, DIRECTOR  
AJITA PATEL, DEPUTY DIRECTOR  
701 OCEAN STREET, SUITE 310, SANTA CRUZ, CA 95060-4073  
(831) 454-2600 FAX: (831) 454-2411 TDD: (831) 454-2123

### MEMORANDUM

**DATE:** November 15, 2013

**TO:** Civil Service Commission

**FROM:** Ajita Patel, Deputy Director of Personnel

**RE:** **Change to Civil Service designation of classification**

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Pursuant to County Code 3.12.010, we are recommending that the unrepresented executive management classification of 'Chief Deputy County Counsel' be designated as a non-Civil Service classification. This single-position classification is currently filled, however the incumbent is expected to retire in the near future, therefore the current incumbent will not be impacted.

The County Administrative Officer and the County Counsel are the only employees directly hired and evaluated by the Board of Supervisors. These two offices are critical to identifying and achieving the policy goals of the Board of Supervisors. The Chief Deputy County Counsel assists the County Counsel in the administration and coordination of departmental activities and serves as the acting County Counsel in the absence of the department head. Most importantly, the Chief Deputy acts on behalf of the County Counsel when interacting with members of the Board of Supervisors. Because of the unique and confidential relationship between the Board of Supervisors and the County Counsel, there must be assurances that the Chief Deputy will act in concert with the policy directions and legal views of the County Counsel.

Section 3.12.040 of the Santa Cruz County Code identifies those officers and employees that are not included within the County's Civil Service System. The County Departments most directly comparable to the County Counsel's Office are the County Administrative Office and the District Attorney's Office. The District Attorney's Office is the only other department staffed primarily with professional attorneys. Both of these departments maintain exempt assistant department head-level management positions reporting directly to an exempt department head:

*Assistant County Administrative Officer and Assistant County Administrative Officer/Planning Director* (see County Code Section 3.12.040 (L)(1));

*Chief Deputy District Attorney* (see County Code Section 3.12.040 (L)(3)); and

*Chief Deputy District Attorney—Administration* (see County Code Section 3.12.040 (L)(28)).

Designating the Chief Deputy County Counsel as an exempt position would bring parity among these similarly situated departments.

CC: Michael J. McDougall, Personnel Director  
Dana McRae, County Counsel



# County of Santa Cruz

## PERSONNEL DEPARTMENT

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MICHAEL J. MCDUGALL, PERSONNEL DIRECTOR  
AJITA PATEL, DEPUTY DIRECTOR

### MEMORANDUM

**DATE:** November 14, 2013  
**TO:** Civil Service Commission  
**FROM:** Ajita Patel, Deputy Director of Personnel  
**RE:** **Change to Probationary Period**

Most recently, the Personnel Department and the Service Employees International Union (SEIU) reached agreement on title changes and job specification changes to the following classifications: Eligibility Worker I (EWI), Eligibility Worker II (EWII), Eligibility Worker III (EWIII), and Eligibility Supervisor I. The classification of EWI has been retitled to Benefits Representative Trainee, the EWII classification has been collapsed into the EWIII and these classifications have been retitled to Benefits Representative. Additionally, the Eligibility Supervisor I classification has been retitled to Benefits Representative Supervisor. (The new job specifications are attached for your reference.)

At this time, pursuant to County Code 3.28.090, we are requesting that the Civil Service Commission take action to change the probationary period of Benefits Representative Trainee (formerly EWI) from 6 to 9 months. An incumbent would remain in this classification only during the initial probationary period and would be expected to qualify for the higher class of Benefits Specialist prior to the end of probation; or if not qualified vacate the position. Currently, the Benefits Representative Trainee goes through extensive training in a classroom setting during the first 6 months. The new model requires multiple program content knowledge and information technology skills. By increasing the Benefits Representative's probationary period to 9 months, the department can properly evaluate the probationer's skills and abilities after the classroom training. This also allows for the opportunity to provide additional training if needed in order for the incumbent to pass the probationary period. SEIU is in concurrence with the recommended probationary change.

Thank you in advance for your consideration.

Cc: Michael J. McDougall, Personnel Director  
Cecilia Espinola, HSD Director

Distributed 9/10/13

**ELIGIBILITY WORKER I/II BENEFITS REPRESENTATIVE TRAINEE**

Series Specifications

Class Code: <del>SC3</del> /SC5 Analyst: CE, <u>TC</u>	Date Originated: 11/78 Date Revised: 7/82 9/98 3/99 <u>4/2/13</u>
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**SANTA CRUZ COUNTY**

**DEFINITION**

~~U~~Under general supervision, a Benefits Representative Trainee learns to determine initial and/or ongoing eligibility and to authorize benefits for ~~the CalFresh Food Stamp, Child Care, MediCal, CalWORKs, Foster Care and/or General Assistance~~ public employment and benefit services programs; performs a wide variety of clerical duties; and does other work as required.

**DISTINGUISHING CHARACTERISTICS**

~~Eligibility Worker I~~ Benefits Representative Trainee is ~~the~~ a trainee level position. ~~in the Eligibility Worker series.~~ Incumbents receive instruction and practical experience in procedures used in determining eligibility and the requirements for proper set-up and maintenance of eligibility case records for one or more public assistance programs. Incumbents are usually assigned a limited workload, which increases in size and complexity as they gain proficiency. This class is distinguished from the next higher class of Eligibility Worker II Benefits Specialist Representative by the greater degree of supervision received and the amount of time spent on training activities. Trainees will serve a nine month one (1) year probationary period. Successful completion of the probationary period will result in automatic promotion to Benefits Specialist Representative. Employees may not obtain permanent status in the trainee class.

An incumbent may remain in this classification only during the initial probationary period and is expected to qualify for the high class of Benefit Specialist prior to the end of probation; or if not qualified, vacate the position.

~~Eligibility Worker II~~ is the journey level class in the Eligibility Worker series. This class is distinguished from the lower class of Eligibility Worker I in that the latter is a trainee class. This class is distinguished from the higher class of Eligibility Worker III in that positions in the latter are responsible for one or more of the following assignments: Processing complex or specialized caseloads such as the MediCal intake function, General Assistance; evaluating cases to determine welfare fraud; or initial and ongoing eligibility; grant determination and supportive services for CalWORKs or Foster Care programs.

**TYPICAL TASKS**

Conducts interviews with applicants or clients to timely determine initial eligibility or eligibility redetermination for public assistance programs using technology as required and appropriate. Assists clients in filling out necessary forms in sufficient detail to enable accurate eligibility determination. Explains rights and obligations, explains public assistance

programs, elicits pertinent social, personal and financial data necessary to determine eligibility and extent or amount of benefits. Conducts such interviews in County offices in person or by phone, private homes, hospitals, nursing homes and other locations. Directs clients to other agencies if necessary. Assists applicants and clients ~~to~~ in applying for and verifies receipts of other income and benefits, such as veteran's benefits, social security, unemployment, and retirement. Verifies registration and availability for employment. Contacts schools, employers, insurance companies and other public and private organizations to verify eligibility data and to clarify documentary omissions or discrepancies. Computes budgets, benefits, grants and special allowances and coordinates information with companion cases. Refers applicants and clients who appear to need or desire social services to appropriate staff or other community resources in accordance with departmental policy. Completes budget and case data input documents, insuring that forms notifying clients of case actions are accurately completed. Processes periodic reports and annual redeterminations timely. Records information of ~~of~~ discontinuance if report not received ~~on~~ in timely basis. Updates and modifies case records to reflect changes in income, property, benefits, family composition, support payments, and various other factors. Reviews employment plans, verifies attempts by recipients to find work and refers recipients to work programs. Performs a variety of other clerical work in completing, filing, copying, scanning and proofing case data records, notification forms, budget worksheets and a variety of other records and forms. Corresponds with other agencies. Assists in resolving complaints from applicants, clients, their representatives and the general public. Interprets and explains regulations, policies and procedures to applicants, clients and the general public. Researches regulations pertinent to cases being processed. Reviews quarterly earning clearance reports and reviews cases for unreported income, identifying over payments and under payments. Refers cases to collections or to the Special Investigative Unit for fraud action. ~~Refers over payments to collections as appropriate, refers cases of suspected fraud.~~ May Maintains liaisons with personnel pertinent to assigned cases, such as those in foster homes, nursing homes and hospitals. May Compiles information for and attends fair hearings. ~~May provide initial orientation and training to new employees in unit.~~ May provide vacation and other temporary relief for other classes as required.

## EMPLOYMENT STANDARDS

### Knowledge:

#### Eligibility Worker I

#### Working knowledge of:

- ~~hra161~~1. Record keeping practices.
- ~~hra162~~2. Methods of organizing work.

#### Some knowledge of:

- ~~hra161~~1. Interactive interviewing techniques for obtaining factual information.
- ~~hra162~~2. Basic functions and services provided by a public social service agency.
- 3. Human motivation and behavior.
- 4. Computer applications

#### Eligibility Worker II

~~Working knowledge of the above, plus:~~

- ~~hra161 Regulations governing at least one public assistance program administered by the department.~~
- ~~hra161 Functions and services provided by a public social service agency.~~
- ~~hra161 Common community resources.~~
- ~~hra161 Human motivation and behavior.~~

~~hra161 Some knowledge of:~~

- ~~hra161 Basic eligibility requirements for all other public assistance programs.~~
- ~~hra161 Employment and training programs serving low income clients.~~

~~hra161~~

**Ability to:**

- ~~hra1611.~~ Read, understand, explain and apply complex regulations and policies governing eligibility for public assistance programs.
- ~~hra1612.~~ Gather, record and evaluate information necessary for timely and accurate determination of initial and continuing eligibility for public assistance.
- ~~hra1613.~~ Perform difficult clerical work involving application of mathematical skills and requiring accuracy and speed.
- ~~hra1614.~~ Learn and apply coding and input procedures connected with the department's computerized record keeping system.
- 5. Learn and utilize technology applications used by the department.
- ~~hra1616.~~ Effectively organize and process large volumes of transactions to meet frequent deadlines.
- ~~hra1617.~~ Budget time realistically and in accordance with the monthly work cycle to ensure that performance standards are met.
- ~~hra1618.~~ Maintain systematic and accurate records.
- ~~hra1619.~~ Recognize problems requiring referral to social services staff.
- ~~hra16110.~~ Establish rapport with persons of differing ethnic and socioeconomic backgrounds.
- ~~hra16111.~~ Identify and be responsive to client needs while maintaining confidentiality.
- ~~hra16112.~~ Use initiative in investigating community resources and advocacy services.
- ~~hra16113.~~ Interpret and explain program regulations, obligations, procedures, business processes and other pertinent information on an individual basis, in person, or by telephone to applicants, clients and the general public.
- ~~hra16114.~~ Make referrals to appropriate agencies and human service programs.
- ~~hra16115.~~ Represent the agency in a professional manner.
- ~~hra16116.~~ Speak and write clearly.
- ~~hra16117.~~ Work cooperatively with other agency staff and as a team providing participant services.

**Education and Experience:**

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:

**~~Eligibility Worker I~~**

Two years of experience performing clerical duties which included public contact experience with clients and basic interviewing responsibilities for the purpose of gathering information and explaining policies or clarifying information needed; OR, one year of experience with responsibility for one or more of the following: determining eligibility for loans, financial assistance, unemployment, veterans benefits, or publicly or privately financed health counseling and/or social services programs; OR Human Services certificate; OR, completion of 60 semester or 90 quarter units of college.

**~~Eligibility Worker II~~**

~~Six months of experience at a level equivalent to Eligibility Worker I in a California County system.~~

**Special Requirements/Conditions:**

**License Requirements:** Possession of a valid California Class C Driver License or the employee must be able to provide suitable transportation which is approved by the appointing authority.

**Background Investigation:** Fingerprint check.

**Special Working Conditions:** Exposure to: poison oak and insects in yards of clients while doing home visits; odors such as unwashed clients that smell of old alcohol and unwashed clothes; potentially hostile clients.

**Other Special Requirements:** Some positions require the use of a personal vehicle to travel from work site to work site or to make home visits; some positions require working evenings or weekends.

PREVIOUS CLASS TITLES: Intake Worker I/II Eligibility Worker I/II

Bargaining Unit: 41

EEOC Job Category: 06

Occupational Grouping: 64

Workers' Compensation Code: 0285



Distributed 9/10/13

**ELIGIBILITY WORKER III BENEFITS SPECIALIST REPRESENTATIVE**

Job Specifications

Class Code: SC6 Analyst: CE, TC	Date Originated: 12/80 Date Revised: 3/94 9/98 3/99 <del>4-12/13</del>
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**SANTA CRUZ COUNTY**

**DEFINITION**

Under general supervision, determines initial and/or ongoing eligibility and authorizes, benefits for ~~the CalFresh, Child Care, MediCal, CalWORKs, General Assistance, and/or Foster Care programs~~ public employment and benefit services programs; or evaluates cases referred for unreported income to establish intent to commit fraud; handles the more difficult and complex cases; performs a wide variety of clerical duties; and does other work as assigned.

**DISTINGUISHING CHARACTERISTICS**

~~Eligibility Worker III Benefits Specialist Representative~~ is the highest, non-supervisory class in the ~~Eligibility Worker~~ series. It is distinguished from ~~Eligibility Worker II Benefits Representative Trainee~~ in that the ~~Eligibility Worker III Benefits Specialist Representative~~ is responsible for one or more of the following assignments: processing complex or specialized caseloads such as the intake function; General Assistance; evaluating cases to determine welfare fraud; or initial and ongoing eligibility, grant determination and supportive services for CalWORKs or Foster Care programs. assigned a full caseload workload and receives a lesser degree of supervision than the lower class of Benefits Representative Trainee.

**TYPICAL TASKS**

Conducts extensive interviews with applicants or clients to timely and accurately determine initial eligibility or eligibility redetermination for public assistance programs using technology as required and appropriate. Assists clients in filling out necessary forms in sufficient detail to enable accurate eligibility determination. Explains rights and obligations, explains public assistance programs, elicits, verifies and reviews pertinent social, personal and financial data necessary to determine eligibility and extent or amount of benefits. Conducts such interviews in County offices in person or by phone, private homes, hospitals, nursing homes and other locations. Directs clients to other agencies if necessary. Provides assisted referrals to employment services, child support, childcare, social workers, and other community and agency programs involved with providing direct services for clients and their families. ~~Identify~~ Identifies months on aid and exemption periods in other counties and states. ~~Identify~~ Identifies and refers applicants and clients to Social Services staff for mental health, domestic violence or substance abuse and may track treatment participation levels as defined in individual Welfare-to-Work Plans, in conjunction with information provided by Employment and Training staff or specialized Social Services staff. Facilitates group orientation. Enrolls clients in the Welfare-to-Work Program. ~~Verify~~ Verifies school attendance and child immunizations. Tracks time limits on aid. Interacts in a collaborative

manner with other service providers. Informs applicants and clients about available employment readiness services. Assists applicants and clients ~~to~~ in applying for and verifies receipt of other income and benefits, such as veteran's benefits, social security, unemployment, and retirement. Verifies registration and availability for employment. Contacts school, employers, insurance companies and other public and private organizations to verify eligibility data and to clarify documentary omissions or discrepancies. Completes budget and case data input documents, insuring that forms notifying clients of case actions are accurately completed. Assists in resolving complaints from applicants, clients, their representatives and the general public. Reviews quarterly earning clearance reports and reviews cases for accuracy, unreported income, identifying over payments and under payments. Processes periodic reports and annual redeterminations timely and accurately. Refers over payment to collections as appropriate, refers cases of suspected fraud. Identifies and evaluates each omission, error or variation of facts and substantiates pertinent eligibility information. Compiles data on error areas and corrective actions. Reviews earnings reports for discontinued cases and refers cases where fraud is suspected. Conducts extensive review of cases where income discrepancies appear to indicate fraud, discusses cases and recommendations for collection or fraud referral with supervisor. Refers cases to collections or to the Special Investigative Unit for fraud action. Testifies in court. Updates and modifies case records to reflect changes in income, property, benefits, family composition, support payments, and various other factors. Reviews employment plans, verifies attempts by clients to find work, and refers clients to work programs. Implements program regulations, business processes and policies. Compiles information for and attends fair hearings. May provide initial orientation and training to new employees in unit. May provide vacation and other temporary relief for supervisor or for other classes as required.

## EMPLOYMENT STANDARDS

### Knowledge:

#### Thorough knowledge of:

- hra1611. \_\_\_\_\_ Laws, rules and regulations applicable to public assistance programs.
- hra1612. \_\_\_\_\_ Common community resources.
- hra1613. \_\_\_\_\_ Human motivation and behavior.
- 4. Basic functions and services provided by a public social service agency.

#### Working knowledge of:

- hra1611. \_\_\_\_\_ Interactive interviewing techniques for obtaining factual information.
- hra1612. \_\_\_\_\_ ~~Basic functions and services provided by a public social service agency.~~
- hra1613. \_\_\_\_\_ Principal sources of information necessary to establish eligibility under assigned programs.
- hra1614. \_\_\_\_\_ Methods of organizing work.
- hra1615. \_\_\_\_\_ Record keeping practices.
- hra1616. \_\_\_\_\_ Employment and training programs serving low-income clients.
- hra1617. \_\_\_\_\_ Basic eligibility requirements for ~~other~~ public-assistance programs.
- 8. Computer applications

**Ability to:**

- hra1611. Read, understand, explain and apply complex regulations and policies governing eligibility for public assistance programs.
- hra1612. Elicit information from clients through an interactive interview process in person or by the telephone.
- hra1613. Gather, record and evaluate information necessary for the timely and accurate determination of initial and continuing eligibility for public assistance programs.
- hra1614. Perform difficult clerical work involving application of mathematical skills and requiring accuracy and speed.
- hra1615. Apply coding and input procedures connected with the department's computerized record keeping system.
- 6. Understand and utilize technology applications implemented by the department.
- hra1617. Effectively organize and process large volumes of transactions to meet frequent deadlines.
- hra1618. Budget time realistically and in accordance with the monthly work cycle to ensure that performance standards are met.
- hra1619. Maintain systematic and accurate records.
- hra16110. Recognize problems requiring referral to social services staff.
- hra16111. Establish rapport with persons of differing ethnic and socioeconomic backgrounds.
- hra16112. Identify and be responsive to client needs while maintaining confidentiality.
- hra16113. Work independently and use initiative in investigating community resources and advocacy services.
- hra16114. Interpret and explain program regulations, obligations, procedures, business processes and other pertinent information on an individual basis, in person, ~~or by telephone or in group settings or other allowable modes of communication, or in group settings~~ to applicants, clients and the general public.
- hra16115. Make referrals to appropriate agencies and human service programs.
- hra16116. Represent the agency in a professional manner.
- hra16117. Speak and write clearly.
- hra16118. Work cooperatively with other agency staff and as a team providing participant services.

**Education and Experience:**

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/Nine months of experience at a level equivalent to Eligibility Worker II a Benefits Representative Trainee in a California County system.

**Special Requirements/Conditions:**

**License Requirements:** Possession of a valid California Class C Driver License or the employee must be able to provide suitable transportation which is approved by the appointing authority.

**Background Investigation:** Fingerprint check.

**Special Working Conditions:** Exposure to: poison oak and insects in yards of clients while doing home visits; odors such as unwashed clients that smell ~~of~~ old alcohol and unwashed clothes; potentially hostile clients.

**Other Special Requirements:** Some positions require the use of a personal vehicle to travel from work site to work site or to make home visits; some positions require working evenings and/or weekends.

PREVIOUS CLASS TITLES: Eligibility Review Worker Eligibility Worker III

Bargaining Unit: 41

EEOC Job Category: 06

Occupational Grouping: 64

Workers' Compensation Code: 0285

Distributed 9/10/13

**ELIGIBILITY BENEFITS REPRESENTATIVE SUPERVISOR I**

Job Specifications

Class Code: SE5  
Analyst: TC

Date Originated:  
Date Revised: 11/78 4/2/132

**SANTA CRUZ COUNTY**

**DEFINITION**

Under direction, to plan, organize and supervise the work of a unit of ~~eligibility workers~~ Benefits Representative Trainees/Specialists ~~Benefits Representatives~~ engaged in determining or verifying initial and continuing eligibility for one or more public assistance programs; and to do other related work as required.

**DISTINGUISHING CHARACTERISTICS**

This is the ~~first level~~ supervisory class in the ~~eligibility work benefit specialist representative~~ series. Positions in this class function as unit supervisors over a group of subordinates performing eligibility determination and grant or benefit computation, verification, and clerical support activities.

**TYPICAL TASKS**

Plans, assigns and reviews and evaluates the work of subordinate eligibility and clerical staff engaged in interviewing applicants for and recipients of public assistance to determine or reestablish eligibility, reviewing applications and declarations for proper completion and factors affecting eligibility, computing grant or benefit amounts, setting up and maintaining records, conducting quality assurance audits on randomly selected eligibility cases to verify eligibility determinations and establish the existence and extent of irregularities, maintaining control records on case assignments, and preparing and mailing notices to clients; analyzes unit needs and establishes work priorities; determines flow of work in the unit and establishes schedules and controls to assure an even and timely workflow pattern; regularly reviews completed staff work to insure compliance with regulations, agency policies, performance standards and unit goals; assists subordinates in handling complex eligibility problems and dealing with difficult clients; may determine and verify initial and continuing eligibility for complex confidential public assistance program cases; provides assistance with a variety of technology applications necessary to perform the job; holds individual and group conferences to discuss or interpret regulations and policies; trains new unit staff members and provides ongoing training to staff on changes in regulations or procedures and to correct deficiencies; advises, superiors of the need for specialized training.; participates in agency-wide training of ~~eligibility workers~~ Benefits Representative Trainees/Specialists ~~Benefits Representatives~~ and other staff; clearly communicates performance expectations to subordinates and advises them of needed adjustments; evaluates performance of subordinates and takes or recommends appropriate action; recognizes and effectively deals with personnel problems affecting the work of the unit and the cooperative functioning of the unit with other agency staff; consults with other supervisors to coordinate activities and avoid unnecessary duplication; maintains statistical controls to monitor the

unit's functioning, distributes work responsibility, anticipates future needs, and provides guidelines for worker evaluation; assists subordinates with fair hearing process as required; may represent the department at fair hearings; keeps supervisor informed of unit functioning and consults with supervisor on difficult personnel problems, policy matters, business processes, performance standards and unusual eligibility problems; serves on departmental committees and takes part in studies or research projects; attends and conducts unit meetings; attends and participates in conferences, and in-service training sessions; prepares reports on matters related to unit activities; may provide vacation and other temporary relief for supervisor or for other classes as required.

## EMPLOYMENT STANDARDS

Two years of experience at a level equivalent to Eligibility Worker II Benefits Specialist Representative in the Santa Cruz County system which would demonstrate application or possession of the knowledge and abilities listed below.

Training in supervisory techniques or supervisory experience is highly desirable.

### Knowledge:

#### Thorough knowledge of:

- ~~hra161~~ • Thorough knowledge of ~~t~~ The procedures involved in eligibility determination.
- ~~hra161~~ • Thorough knowledge of ~~t~~ The principal sources of information necessary to establish eligibility for public assistance.
- ~~hra161~~ • Thorough knowledge of ~~i~~ Interviewing techniques for obtaining factual information.
- Thorough knowledge of ~~t~~ The department's computerized record keeping systems.
- Through knowledge of ~~t~~ The technology applications used by the department.

#### 4. Working knowledge of:

- The basic regulations governing eligibility and grant determination for all public assistance programs.
- Work organization and record keeping practices.
- Common community resources.
- The basic functions and services provided by a public social service agency.

#### Some knowledge of:

- The principles of supervision and training.

~~hra161~~ General knowledge of the basic regulations governing eligibility and grant determination for all public assistance programs.

General knowledge of work organization and record keeping practices.

General knowledge of common community continuity resources.

- hra1611. \_\_\_\_\_ General knowledge of the basic functions and services provided by a public social service agency.
- hra161 Some knowledge of the principles of supervision and training.

**Ability to:**

- hra1611. \_\_\_\_\_ Plan, assign, supervise and evaluate subordinate eligibility and clerical staff.
- hra1612. \_\_\_\_\_ Effectively use of data reports to oversee the work of subordinate staff.
- hra1613. \_\_\_\_\_ Interpret, explain and apply complex regulations, directives and policies dealing with eligibility determination and program operation.
- hra1614. \_\_\_\_\_ Analyze problem situations and adopt an effective course of action. Establish priorities and schedule work to meet deadlines.
- hra1615. \_\_\_\_\_ Evaluate unit operations and revise procedures and workflow as needed to improve efficiency.
- hra1616. \_\_\_\_\_ Communicate clearly and effectively in oral and written ~~from~~ form.
- hra1617. \_\_\_\_\_ Establish and maintain effective working relationships with subordinates, departmental staff, and others contacted in the course of work.
- hra1618. \_\_\_\_\_ Recognize and effectively handle personnel problems.
- hra1619. \_\_\_\_\_ Prepare reports and correspondence.

PREVIOUS CLASS TITLES: Eligibility Supervisor I

Bargaining Unit: 41

EEOC Job Category: 03

Occupational Grouping: 64

Workers' Compensation Code: 0053



<b>SUMMARY FOR DELEGATED CLASSIFICATIONS - July - August 2013</b>			
<b>Department</b>	<b>Action</b>	<b>Proposed or Currently Established Class</b>	<b>Class After Personnel Study</b>
Planning	Re-title classification & update job specification & salary	Housing Program Manager	Housing Coordinator
Planning	Reclassify filled position (WA6007AA)	Project Manager	Housing Coordinator
Sheriff's Office	Reclassify vacant position (BC7104AA)	Typist Clerk III	Clerical Supervisor I
Human Svcs	Create new classification approved by BOS on 6/27/13.	New	Assistant Fair Hearing Officer
Animal Svcs	Update job specification & salary	Animal Services Assistant	same
Animal Svcs	Update job specification	Animal Care Worker	same
Public Works	Re-title classification	Head Lifeguard/Head Instructor	Head Lifeguard
Public Works	Re-title classification, move from Middle Management to SEIU, update job specification	Public Works Safety Specialist	Public Works Equipment Trainer
Public Works	Create new classification approved by BOS on 6/27/13.	New	Sr. Real Property Agent
Public Works	Add Alternate staffing (Sr level) to two Asst/Real Property Agent positions	Real Property Agents	Sr. Real Property Agent
Sheriff's Office	Create new classification approved by BOS on 6/27/13.	New	Forensic Services Supervisor
Sheriff's Office	Reclassify 1.0 FTE filled position (BN2001AB) to newly created class	Latent Print Examiner	Forensic Services Supervisor
Treasurer / Tax Collector	Re-title classification & update job specification & salary	Investment Officer	Investment/Banking & Tax Mgr
Ag Comm	Delete obsolete class	Weights & Measures Investigator	Delete



<b>SUMMARY FOR DELEGATED CLASSIFICATIONS - September - October 2013</b>			
<b>Department</b>	<b>Action</b>	<b>Proposed or Currently Established Class</b>	<b>Class After Personnel Study</b>
Public Works	Update job specification to include Dept. of Public Works	Director of Administrative Services	Same
Public Works	Update job specification	Assistant Director of Public Works	Same
Human Svcs	Re-title classification & update job specification	Eligibility Worker I	Benefits Representative Trainee
Human Svcs	Delete classification	Eligibility Worker II	Delete
Human Svcs	Re-title classification & update job specification	Eligibility Worker III	Benefits Representative
Human Svcs	Re-title classification & update job specification	Eligibility Supervisor I	Benefits Representative Supervisor
Human Svcs	Alternately staff 36 positions at Benefits Representative and Benefits Representative Trainee levels.	Eligibility Worker I	Benefits Representative
Human Svcs	Reclassify 51 Elig Wkr II positions to Benefits Representative and alternately staff with Benefits Representative Trainee level.	Eligibility Worker II	Benefits Representative
Human Svcs	Alternately staff 86 positions at Benefits Representative and Benefits Representative Trainee levels.	Eligibility Worker III	Benefits Representative