

**ADOPT RESOLUTION TO AMEND THE PLUMAS COUNTY JOB  
CLASSIFICATIONS PLAN & WAGE RANGES FOR THE  
SOCIAL SERVICES DEPARTMENT #70590**

**WHEREAS**, Plumas County Personnel Rule 5.01 provides amendments to be made by resolution of the classification plan covering all positions in the County service; and

**WHEREAS**, during the Fiscal Year needs may arise to amend the Classification Plan;  
and

**WHEREAS**, the Director of Social Services requested the Human Resources Director to assist in revising changes to the position classifications and wage ranges as outlined:

- a. Social Services Aide, range 1510
- b. Social Worker I, range 1950
- c. Social Worker II, range 2150
- d. Social Worker III, range 2350
- e. Senior Social Worker, Ranges A & B, range A 2450 & B 2680
- f. Social Services Supervisor I, range 2565
- g. Social Services Supervisor II, range 2960
- h. Staff Services Specialist, Range 2022
- i. Eligibility Specialist I, range 1410
- j. Eligibility Specialist II, range 1550
- k. Eligibility Specialist III, range 1729
- l. Eligibility Specialist Supervisor, range 2021
- m. Employment & Training Worker Supervisor, range 2510
- n. Employment & Training Worker I, range 1690
- o. Employment & Training Worker II, range 1862
- p. Employment & Training Worker III, range 2052
- q. Office Supervisor, range 1800
- r. Office Assistant I, range 1300
- s. Office Assistant II, range 1365
- t. Office Assistant III, range 1433
- u. Staff Services Analyst I – range 2095
- v. Staff Services Analyst II – range 2310
- w. Information System Technician - range 2085

**WHEREAS**, the Human Resources Director has updated and incorporated modifications to the job descriptions and wage ranges; and

**WHEREAS**, the Human Resources Director provided the proposed new and amended job classifications to the Operating Engineers Union Local #3 and has met the obligation of meet and confer.

NOW, THEREFORE BE IT RESOLVED by the Plumas County Board of Supervisor as follows:

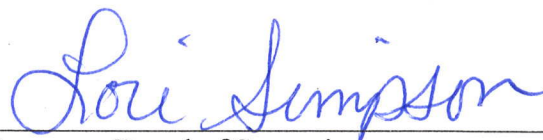
The job descriptions for the classifications attached hereto are approved, and the County's classification plan is hereby amended at the wage ranges listed for these 1.0 FTE funded and allocated positions.

The foregoing Resolution is duly passed and adopted by the Board of Supervisors of the County of Plumas, State of California, at a regular meeting of said Board held on the 18<sup>th</sup> day of April, 2017 by the following vote:

AYES: SUPERVISORS THRALL, ENGEL, GOSS, SANCHEZ, SIMPSON

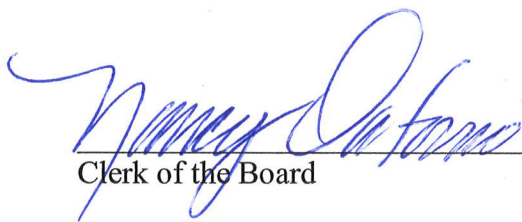
NOES: NONE

ABSENT: NONE



Chairperson, Board of Supervisors

ATTEST:



Clerk of the Board

# Overview of Social Services Organization - List of Classifications - Attachment A

Position Title	Job Description Status	Current	Wage Range	OE3
<b>Exhibit A</b>				
Children Protective Services & Adult Protective Services:				
Social Services Supervisor I	Updated	22.28	\$ 25.65	M
Social Services Supervisor II <i>*OE3 recommends \$30.50</i>	Updated	24.56	*27.8/29.60	M
Social Services Aide	Updated	13.94	\$ 14.00	G
Social Worker I	Updated	16.15	\$ 19.50	G
Social Worker II	Updated	17.46	\$ 21.50	G
Social Worker III	Updated	19.26	\$ 23.50	G
Social Worker Senior A & B	Updated / new	21.23	A. \$24.50 / B.\$ 26.80	G
Staff Services Specialist - Exhibit B	NEW JD		\$ 20.22	G
<b>Benefits Assistant Unit: Exhibit C</b>				
Eligibility Supervisor	Updated	\$ 18.33	\$ 20.21	M?
Eligibility Specialist I	Updated	\$ 13.28	\$ 13.97	G
Eligibility Specialist II	Updated	\$ 14.65	\$ 15.49	G
Eligibility Specialist III	Updated	\$ 16.15	\$ 17.29	G
<b>Employment Services Unit: Exhibit D</b>				
Employment & Training Worker Services Supervisor	Updated	\$ 21.77	\$ 25.10	M?
Employment & Training Worker I	Updated	\$ 15.75	\$ 17.50	G
Employment & Training Worker II	Updated	\$ 17.03	\$ 19.50	G
Employment & Training Worker III	Updated	\$ 18.79	\$ 21.50	G
<b>Reception: Exhibit E</b>				
Office Supervisor	Updated	\$ 16.15	\$ 18.00	M?
Office Assistant I	Updated	\$ 10.20	\$ 13.00	
Office Assistant II	Updated	\$ 10.65	\$ 13.65	
Office Assistant III	Updated	\$ 12.04	\$ 14.33	

Position Title	Job Description Status	Current	Wage Range	OE3
<b>Exhibit F</b>				
Staff Services Analyst I	Updated	19.26	\$ 20.95	G
Staff Services Analyst II	New	n/a	\$ 23.10	G?
Information System Technician		17.46	20.85	G





# Exhibit A

Social Services Job Classification Wage Survey

1/1/2017

10 County Comparable Salary Survey

	Soc. Worker I				Soc. Worker II				Soc. Worker III				Soc. Worker IV A & B Ranges				Soc Serv Sup I	Soc Serv Sup II	Social Service Aide
Amador	\$ 21.24	\$ 23.40	\$ 25.69														\$ 27.21		\$ 16.48
Calaveras	\$ 21.49	\$ 23.67	\$ 25.96										\$ 26.60				\$ 27.36	\$ 30.17	
Colusa	\$ 16.43	\$ 18.14	\$ 20.03										\$ 21.05				\$ 22.12		\$ 15.10
Del Norte																	n/a		
Glenn	\$ 16.47	\$ 17.74	\$ 19.59										\$ 21.12				\$ 24.15		
Inyo	\$ 22.47	\$ 23.58	\$ 25.33										\$ 27.17				\$ 29.19		
Lassen	\$ 15.30	\$ 16.75	\$ 19.22										\$ 27.85				\$ 24.15	\$ 13.99	
San Benito	\$ 18.77	\$ 21.63	\$ 25.04										\$ 26.29				\$ 27.61	\$ 30.44	
Tehama	\$ 16.88	\$ 18.17	\$ 19.56										\$ 21.08				\$ 23.26		
Tuolumne																	\$ 25.74	\$ 28.44	
sum	\$ 149.05	\$ 163.08	\$ 180.42										\$ 171.16				\$ 230.79	\$ 89.05	\$ 45.57
Average	\$ 18.63	\$ 20.39	\$ 22.55										\$ 24.45				\$ 25.64	\$ 29.68	\$ 15.19
Plumas	\$ 16.15	\$ 17.46	\$ 19.26														\$ 22.28	\$ 24.56	\$ 13.94
Proposed	\$ 19.50	\$ 21.50	\$ 23.50										24.50/26.80				\$ 25.65	\$ 27.80	\$ 15.10
																		\$ 30.50	

OE3 range recommendation

## **SOCIAL SERVICES AIDE**

### **DEFINITION**

Under general supervision, the Social Service Aide assists Social Workers by performing specifically designated tasks related to the improvement of family functioning and child and adult services; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

Social Service Aide is a paraprofessional class. Incumbents assist Social Workers by relieving them of routine tasks such as performing assessments of clients in the In-Home Support Services program, instructing parents in the development of parenting and household management skills, and/or performing various tasks for the child and adult service programs.

The Social Service Aide differs from the Social Worker in that the former requires a lower level of skill and training than the level required of a professional Social Worker.

### **REPORTS TO**

Social Worker Supervisor or Program Manager / Assistant Director

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None



## **SOCIAL WORKER AIDE – 2**

### **EXAMPLES OF DUTIES**

- Maintains a routine caseload of elderly adults who are infirm or incapacitated and receiving household services.
- Conducts ongoing client needs assessments and verifies needs by contacting medical and health services providers.
- Presents client assessments to professional staff for approval.
- Checks in on clients receiving in home services to make reports to Social Workers on observations.
- Completes narrative reports regarding a client's condition and services provided and/or recommended. Enters data regarding case and client information and contacts into automated system.
- Makes client referrals to medical personnel or social workers as needed.
- Provides direct training and counseling to mentally ill and developmentally disabled parents on parenting and household management skills, and teaches families about nutritional meal preparation, budgeting and household care.
- Monitors the medical and psychological care of abused children.
- Supervises visits between parents and children and reports observations to social worker.
- Provides emergency child care.
- Assists professional staff with site visitations and with removal of children into protective custody which may require physical removal by lifting and carrying children.
- Transports or accompanies clients to appointments for service or interviews. Provides transportation both inside and outside of Plumas County for children under Child Protective Services including relocation/placement in Foster homes
- May testify in juvenile court hearings.
- Assists Social Workers in providing a variety of child and adult social services.
- Supervises children while parents meet with Social Workers.
- Acts as liaison between clients and professional staff, individuals and groups in the community serviced.
- Directly assists families in using and learning about the resources of society, particularly medical, legal, employment services, and household management.
- Maintains records of work performed, and performs other related work as required.
- Assists Social Workers by providing routine clerical support including filing, completion of reports, documentation of site visits, makes and receives routine phone call to and from clients.
- Performs related duties as assigned.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods, frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 pounds; use of office equipment including computers, telephones, calculators, copiers and FAX; sufficient physical ability and strength to deal with active children; corrected hearing and vision to normal range.

## **SOCIAL WORKER AIDE – 3**

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office and in a field environment; continuous contact with staff, the public as well as adult and child clients.

### **DESIRABLE QUALIFICATIONS**

#### Knowledge of:

- Basic rules and regulations regarding In Home Support Services, child abuse reporting, and Welfare and Institution Codes.
- Basic community resources useful to clients served, acceptable housekeeping and homemaking standards, including the methods, materials and equipment used in general housekeeping work.
- Basic methods and attitudes involved in the in-home care of physically ill, handicapped or disabled persons and adequate food preparation with limited kitchen equipment.
- General clerical and record keeping practices.

#### Ability to:

- Interview persons to obtain a variety of information applicable to the provision of social services evaluating client's needs.
- Understand and accept differences in human behavior resulting from cultural, economic or other forms of deprivation.
- Effectively instruct physically and mentally disabled adults in parenting and household skills.
- Deal with physically and sexually abused children.
- Prepare basic written reports.
- Communicate clearly and concisely orally and in writing.
- Maintain detailed records and reports.
- Recognize and report specific indications of need for social services.
- Maintain confidential information in accordance with legal standards and/or County regulations.
- Establish and maintain effective working relations with co-workers, outside organizations, and the public.
- Follow oral and written instructions.
- Safely drive and operate a motor vehicle while transporting passengers.
- Assist with possible problems during visitations and take appropriate action.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Lift and carry small children.

## **SOCIAL WORKER AIDE – 4**

### **Training and Experience:**

Qualifications needed for this position:

Sixty (60) semester units or ninety (90) quarter units of college, including fifteen (15) semester units or twenty-two and one-half (22.5) quarter units in social welfare, social/human service, sociology, or other social or behavioral science\*;

OR

Two (2) years of full-time experience providing social services in a public or private setting to disadvantaged adults or children;

OR

A combination of education and comparable experience equivalent to two years of full-time experience which includes a minimum of fifteen (15) semester units or twenty-two and one-half (22.5) quarter units in social or behavioral science\*. When combining education and experience; fifteen (15) semester units or twenty-two and one-half (22.5) quarter units equal six months of experience.

\*Examples of social or behavioral science courses include: anthropology, criminal justice, economics, education, ethnic studies, history, human development, law, nursing, nutrition, philosophy, political science, psychology, public health, religion, social welfare, sociology, welfare, women's studies.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **SOCIAL WORKER I**

### **DEFINITION**

Performs basic social services casework; identifies client needs for more intensive casework services and provides referrals; carries a caseload of moderately difficult cases; manages a caseload of increasingly difficult cases; and performs other related work as assigned.

### **DISTINGUISHING CHARACTERISTICS**

Working under close supervision, Social Worker I is the entry/trainee class in the professional Social Worker series. Employees in this class are learning casework methods, procedures, policies and carry a limited non-complex social services caseload under close supervision and receive in-service training; are given close and constant supervision while learning social work principles, social service programs, basic case work methods and techniques, and departmental rules, regulations and procedures. Typical assignments are within child welfare and adult services programs; however, at the agency's discretion positions may be assigned to employment services to perform social services case work for employment services clients as required by department needs. As requisite skill and knowledge is developed, greater independence and the full scope of responsibility is exercised. Unless a position is permanently allocated to the Social Worker I level due to the nature of the work, employees are expected to promote to the Social Worker II after one year of satisfactory performance at the trainee level.

### **REPORTS TO**

Social Services Supervisor or Program Manager/Assistant Director

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None.



## **SOCIAL WORKER I - 2**

### **EXAMPLES OF DUTIES**

- Conducts interviews with clients, family members, and other in their home, in the office, or via telephone to assess the basic social, physical and mental needs of clients and obtain health information in order to identify and provide social services.
- Performs case studies and evaluates individual and family case information to assess the safety of children and adults; determines appropriate types and methods of treatment.
- Assesses reports of suspected abuse; may provide information to law enforcement or district attorneys
- Develops and carries out culturally sensitive non-complex to moderate treatment plans for an assigned caseload in conformance with agency, state and federal requirements
- Assists clients and family members to develop strategies to accomplish case plan goals
- Refers clients to other staff members or to community resources for direct and intensive services and specialized counseling as necessary
- Advocates on clients behalf for most appropriate services including enabling services
- Assists applicants and recipients in utilizing available resources
- Interprets policies, rules, and regulations of the agency to applicants, clients and others within the scope of their responsibility
- Makes home visits in connection with casework assignments
- Prepares and maintains case records and databases; communicates decisions, timelines, recommendations and case plans to clients, families and service providers
- May testify in court
- May be assigned to specialized functions
- Participates in in-service training and other staff development activities to increase knowledge of the social work processes and achieve technical competence
- Receives casework consultation from professionally trained staff members
- Provides community outreach for various agency programs
- Maintains client confidentiality; performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics
- Performs related duties as assigned

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

## **SOCIAL WORKER I - 3**

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Principles and practices of organization, workload management and time management
- Principles and practices of note taking, report writing, and English composition, grammar, punctuation, and spelling
- Phone etiquette and interview techniques
- Socio-economic conditions and trends
- Basic principles of individual and group behavior
- Current issues in the field of social welfare
- Role and responsibilities of social workers
- Principles of interviewing and problem-solving methodology
- Basic public welfare programs on the Federal, State, and local level
- General principles of public assistance policies and programs
- Develops and prepares court report, case plans, case narratives and safety plans in automated computer systems
- Enters and retrieves data and narratives from automated computer systems
- Basic principles and techniques of interviewing and recording of social casework
- Laws, rules, and regulations governing the operation of the public welfare agency and the role of a social worker
- Community organization and the social problems calling for the use of public and private community resources
- Basic principles involved in the nature, growth, and development of personality and in-group processes
- Knowledge of the medical, legal, economic, and social management needs of individuals and families with special medical needs such as HIV disease, drug dependency, the medically fragile child, Alzheimer's, and the terminally ill
- Knowledge of the strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide
- Knowledge of basic psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients.

## **SOCIAL WORKER I - 4**

### **Ability to:**

- Understand and learn the agency programs, policies, and procedures
- Obtain facts and recognize the relevance and significance
- Organize and maintain work detail
- Establish and maintain effective client rapport and professional working relationships with agency staff, clients, and others
- Communicate effectively, both orally (phone and in person) and in writing
- Analyze situations and adopt effective courses of action
- Interpret and explain to the applicant, recipient, or others public social service programs, policies, rules, and regulations
- Develop skill in interviewing case recording and interpretation
- Work within a community setting and effectively use appropriate resources and services
- Maintain confidentiality in accordance with legal standards and/or county regulations
- Work effectively in emotionally charged or stressful settings/emergencies
- Operate a personal computer and other office equipment and software
- Analyze data, interpret and apply directions, rules, policies, procedures and regulations, and develop appropriate responses
- Accept and use constructive feedback
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients
- Respect cultural differences
- Work with increasingly difficult cases /clients including clients with dual diagnoses, potentially dangerous clients or legally complex cases
- Analyze data from multiple sources, interpret and apply complex directions, rules, policies, procedures and regulations, and develop appropriate responses

## **SOCIAL WORKER I – 5**

### **Training and Experience:**

Qualifications needed for this position:

Graduation from an accredited four-year college or university;

OR

Successful completion of thirty (30) college semester units (45 quarter units) from an accredited college or university, including fifteen (15) semester units (22.5 quarter units) in social welfare, social/human services, sociology, or other social or behavioral science\*

AND

One (1) year of full-time experience in the Social Service Aide, Eligibility Worker II, Employment and Training Worker II or comparable classification; OR Three (3) years of full-time experience providing direct client services to disadvantaged adults or children in a private or public agency.

\*Examples of acceptable social or behavioral science courses include: anthropology, criminal justice, education, ethnic studies, history, human development, human services, law, nursing, nutrition, psychology, public health, social welfare, sociology, welfare, women's studies.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.



## **SOCIAL WORKER II**

### **DEFINITION**

Performs basic social services casework; identifies client needs for more intensive casework services and provides referrals; carries a caseload of moderately difficult cases; manages a caseload of increasingly difficult cases; and performs other related work as assigned.

### **DISTINGUISHING CHARACTERISTICS**

Working under general direction, Social Worker II is the journey level in the Social Worker series. Employees at this level are expected to carry a full caseload of moderately difficult cases requiring greater skill and depth of job knowledge in assessing problem situations and formulating plans for service. Typical assignments are within child welfare and adult services programs; however, at the agency's discretion, Social Worker II may be assigned to employment services to perform social services case work for employment services clients as required by department needs. Employees work with a high degree of independence in administering services and in using agency or community resources.

Social Worker II differs from Social Worker III in that the latter is the advanced journey level, assigned the more complex cases, and specialized functions.

### **REPORTS TO**

Social Services Supervisor or Program Manager/Assistant Director

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None.

## **SOCIAL WORKER II- 2**

### **EXAMPLES OF DUTIES**

- Conducts interviews with clients, family members, and other in their home, in the office, or via telephone to assess the basic social, physical and mental needs of clients and obtain health information in order to identify and provide social services.
- Performs case studies and evaluates individual and family case information to assess the safety of children and adults; determines appropriate types and methods of treatment.
- Assesses reports of suspected abuse; may provide information to law enforcement or district attorneys.
- Develops and carries out culturally sensitive non-complex to moderate treatment plans for an assigned caseload in conformance with agency, state and federal requirements; assists clients and family members to develop strategies to accomplish case plan goals.
- Refers clients to other staff members or to community resources for direct and intensive services and specialized counseling as necessary; advocates on clients behalf for most appropriate services including enabling services.
- Assists applicants and recipients in utilizing available resources.
- Interprets policies, rules, and regulations of the agency to applicants, clients and others within the scope of their responsibility.
- Makes home visits in connection with casework assignments.
- Prepares and maintains case records and databases.
- Communicates decisions, timelines, recommendations and case plans to clients, families and service providers.
- May testify in court.
- May be assigned to specialized functions.
- Participates in in-service training and other staff development activities to increase knowledge of the social work processes and achieve technical competence.
- Receives casework consultation from professionally trained staff members.
- Provides community outreach for various agency programs.
- Maintains client confidentiality.
- Performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics.
- Carries a caseload that includes cases with problems of moderate difficulty.
- Counsels or supports clients with complex or specialized needs; provides crisis intervention.
- Provides self-help information, education, and services; works with client and caregivers to develop and improve caregiving and independent living skills.
- Obtains and evaluates policy, medical, and psychological reports.
- May serve as mentor to staff, orients staff, and provides training and guidance on cases.
- Performs related duties as assigned.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

## **SOCIAL WORKER II - 3**

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office; and outside including travels to client's residents or other locations; continuous contact with staff and the public.

### **DESIRABLE QUALIFICATIONS**

#### Knowledge of:

- Principles and practices of organization, workload management and time management.
- Principles and practices of note taking, report writing, and English composition, grammar, punctuation, and spelling.
- Phone etiquette and interview techniques.
- Socio-economic conditions and trends.
- Basic principles of individual and group behavior.
- Current issues in the field of social welfare.
- Role and responsibilities of social workers
- Principles of interviewing and problem-solving methodology.
- Basic public welfare programs on the Federal, State, and local level.
- General principles of public assistance policies and programs.
- Develops and prepares court report, case plans, case narratives and safety plans in automated computer systems.
- Enters and retrieves data and narratives from automated computer systems.
- Basic principles and techniques of interviewing and recording of social casework.
- Laws, rules, and regulations governing the operation of the public welfare
- Agency and the role of a social worker.
- Community organization and the social problems calling for the use of public and private community resources.
- Basic principles involved in the nature, growth, and development of personality and in-group processes.
- Knowledge of the medical, legal, economic, and social management needs of individuals and families with special medical needs such as HIV disease, drug dependency, the medically fragile child, Alzheimer's, and the terminally ill.
- Knowledge of the strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide.
- Knowledge of basic psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients.

## **SOCIAL WORKER II - 4**

### Ability to:

- Understand and learn the agency programs, policies, and procedures.
- Obtain facts and recognize the relevance and significance.
- Organize and maintain work detail.
- Establish and maintain effective client rapport and professional working relationships with agency staff, clients, and others.
- Communicate effectively, both orally (phone and in person) and in writing.
- Analyze situations and adopt effective courses of action.
- Interpret and explain to the applicant, recipient, or others public social service programs, policies, rules, and regulations.
- Develop skill in interviewing case recording and interpretation.
- Work within a community setting and effectively use appropriate resources and services.
- Maintain confidentiality in accordance with legal standards and/or county regulations.
- Work effectively in emotionally charged or stressful settings/emergencies
- Operate a personal computer and other office equipment and software
- Analyze data, interpret and apply directions, rules, policies, procedures and regulations, and develop appropriate responses.
- Accept and use constructive feedback
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.
- Respect cultural differences.
- Work with increasingly difficult cases /clients including clients with dual diagnoses, potentially dangerous clients or legally complex cases
- Analyze data from multiple sources, interpret and apply complex directions, rules, policies, procedures and regulations, and develop appropriate responses.

## **SOCIAL WORKER II - 5**

### **Training and Experience:**

Qualifications needed for this position:

One (1) year of full-time experience performing entry level social work case management in the Social Worker I classification in an Interagency Merit System (IMS) county;

OR

One (1) year of full-time social work case management experience\*\*; AND Thirty (30) college semester units (45 quarter units) from an accredited college or university, including fifteen (15) semester units (22.5 quarter units) in social welfare, social/human services, sociology, or other social or behavioral science\*

\*Examples of acceptable social or behavioral science courses include: anthropology, criminal justice, education, ethnic studies, history, human development, human services, law, nursing, nutrition, psychology, public health, social welfare, sociology, welfare, women's studies.

\*\*Qualifying social work case management includes direct case work management, such as: assessment, evaluation; conducting investigations of abuse and neglect; preparing court reports; responsibility for a long term caseload, monitoring compliance through home calls and other personal contact; collaboration with other agencies and linking clients to resources and programs; development of a case plan, modification of case plans as needed/required; and authority to impose sanctions or implement actions that impact services.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **SOCIAL WORKER III**

### **DEFINITION**

Under general direction, the Social Worker III carries a difficult caseload involving the determination of need for basic social services functions for applicants or clients; performs social studies and assignments involving individualized treatment and specialized application of casework methods and skills; provides comprehensive casework services of a tangible nature; and performs other related work as assigned.

### **DISTINGUISHING CHARACTERISTICS**

Social Worker III is the advanced journey level in the Social Worker series. Incumbents are normally assigned a selected caseload of the more difficult cases and when needed are given supervisory consultation in development of treatment plans. They may also be assigned to a specialized function requiring a high degree of perception such as a special problem caseload or they are assigned to a specific geographic or functional area such as Court Investigations, Family Maintenance/Reunification, Emergency Response, Child/Adult Protection, or Foster Care. A Social Worker III may act as a lead worker to other social service workers. Incumbents are expected to work independently.

Social Worker III differs from Social Worker II in that the former receives the more difficult assignments requiring greater skill and depth of job knowledge in assessing problem situations and formulating plans for services. Incumbents normally work with a high degree of independence of action in administering services and in making use of agency or community resources. Social Worker III differs from Social Worker IV-A/B in that the latter is the most experienced worker and requires both advanced education and social work experience

### **REPORTS TO**

Social Services Supervisor or Program Manager/Assistant Director

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

May act as lead worker to lower classification working in the same program area

## **SOCIAL WORKER III- 2**

### **EXAMPLES OF DUTIES**

- Carries a caseload of more difficult types of social services cases requiring a high degree of technical competence, such as situations where environmental forces affect family life.
- Receives and responds to reports of suspected abuse; obtains information from reporters; personally investigates and assesses situations and recommends alternate placement; may provide information to law enforcement or district attorneys; may testify in court.
- Performs case studies and evaluates individual and family case information to assess the safety of children and adults; determines appropriate types and methods of treatment.
- Develops and carries out social treatment plans for an assigned caseload; ensures all services are delivered in a respectful, culturally sensitive and appropriate manner and in conformance with agency, state and federal requirements; assists clients and family members to develop strategies to accomplish case plan goals.
- Counsels or provides guidance and support to individuals and/or families with more complex or specialized needs including Adult Protective Services, crisis intervention, special medical or legal needs, and other social services.
- Refers clients to other staff members or to community resources for direct and intensive services and specialized counseling; advocates on clients behalf for most appropriate services including enabling services.
- Makes a diagnosis of client problems and follows through with the social treatment plans with a high degree of independence.
- Interprets policies, rules, and regulations to client, applicants, and others.
- May act as a lead worker to a small group of social service workers or service employees.
- Assists applicants and recipients in utilizing available resources for individual needs.
- Makes home visits in connection with casework assignments.
- Develops and prepares court report, case plans, case narratives and safety plans in automated computer systems.
- Enters and retrieves data and narratives from automated computer systems.
- Prepares and maintains case records and databases; communicates decisions, timelines, recommendations and case plans to clients, families and service providers.
- Participates in in-service training and other staff development activities to increase knowledge of the social work processes and achieve technical competence.
- Receives casework consultation from professionally trained staff members.
- May be required to testify in court.
- Works with community organizations and makes referrals to outside resources.
- Provides self-help information, education, and services; works with clients and caregivers to develop and improve caregiving and independent living skills.
- Obtains and evaluates police, medical, and psychological reports.
- Maintains client confidentiality; performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics.
- Performs related duties as assigned.

## **SOCIAL WORKER III - 3**

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

### **DESIRABLE QUALIFICATIONS**

#### Knowledge of:

- Principles and practices of organization, workload management and time management.
- Principles and practices of note taking, report writing, and English composition, grammar, punctuation, and spelling.
- Phone etiquette and interview techniques.
- Socio-economic conditions and trends.
- Basic principles of individual and group behavior.
- Current issues in the field of social welfare.
- Principles of analysis and problem-solving methodology.
- Basic public welfare programs on the Federal, State, and local level.
- General principles of public assistance policies and programs.
- Principles and techniques of interviewing and recording of social casework.
- Laws, rules, and regulations governing the operation of the public welfare agency and the role and responsibilities of a social worker.
- Community organization and the social problems calling for the use of public and private community resources.
- Current problems and methodology in the field of public social services.
- Medical, legal, economic, and social management needs of individuals and families with special medical needs such as HIV disease, drug dependency, the medically fragile child, Alzheimer's, and the terminally ill.
- Strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide.
- Psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients.
- Signs, stages and dynamics of abuse, and the effects of abuse on child/adult development and behavior.
- Signs and symptoms of alcohol and drug use/abuse in adults and children and the effects on families.
- Standards for maintaining clients safely in home; options for placement; effects of removing clients from unsafe situations.



## **SOCIAL WORKER III - 4**

### Ability to:

- Communicate effectively with others in writing, in person and over the telephone.
- Analyze data, interpret directions, procedures and regulations, and develop appropriate responses.
- Perform job duties under stressful conditions.
- Respond appropriately to situations.
- Maintain confidential information in accordance with legal standards and/or county regulations.
- Understand and apply the agency program, policy and procedures.
- Obtain facts and recognize the relevance and significance.
- Organize and maintain work detail.
- Establish and maintain effective working relationship with agency staff, clients, and outside organizations.
- Analyze situation and adopt effective courses of action.
- Apply the principles of psychology and family relationships to engage individuals and families in social services.
- Recognize signs of abuse for children, elderly and dependent adults; assess risk factors and potential dangers to clients.
- Apply existing laws, rules, and regulations to welfare department operations.
- Interpret and explain to applicants, recipients, or others public social service programs, policies, rules and regulations.
- Develop skill in interviewing case, recording, and interpretation.
- Work within a community setting and effectively use appropriate resources and services.
- Maintain confidentiality in accordance with legal standards and/or county regulations.
- Communicate effectively both orally and in writing.
- Operate a personal computer and other office equipment and related software.
- Act appropriately in emergency and stressful situations.
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.
- Respect cultural differences.
- Work with difficult or complex cases/clients including clients with dual diagnoses, potentially dangerous clients or legally complex cases.
- Analyze data from multiple sources, interpret and apply complex directions, rules, policies, procedures and regulations, and develop appropriate responses.

## **SOCIAL WORKER III - 5**

### **Training and Experience:**

Qualifications needed for this position:

One (1) year of full-time experience performing journey level social work case management in the Social Worker II classification,

OR

Two (2) years of full-time social work case management experience in a public or private agency; AND Thirty (30) semester units (45 quarter units) from an accredited college or university, including fifteen (15) semester units (22.5 quarter units) in social welfare, social/human services, sociology, or other social or behavioral science,\*\*

OR

Bachelor's degree and successful completion of twenty-four (24) semester (36 quarter units) of a Master's degree program in Social Work, or a Counseling program from an accredited college or university, emphasizing Marriage, Family and Child Counseling or Marriage and Family therapy, Gerontology or Clinical Psychology; AND Twelve (12) months of social work case management experience.\*

\*Qualifying social work case management includes direct case work management, such as: assessment, evaluation; conducting investigations of abuse and neglect; preparing court reports; responsibility for a long term caseload, monitoring compliance through home calls and other personal contact; collaboration with other agencies and linking clients to resources and programs; development of a case plan, modification of case plans as needed/required; and authority to impose sanctions or implement actions that impact services.

\*\*Examples of acceptable social or behavioral science courses include: anthropology, criminal justice, education, ethnic studies, history, human development, law, human services, nursing, nutrition, psychology, public health, social welfare, sociology, welfare, women's studies.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **SENIOR SOCIAL WORKER**

### **DEFINITION**

Under general direction carries a caseload that includes the most difficult cases involving the determination of need for social services by applicants or clients; performs social studies and assignments involving individualized treatment and specialized application of advanced case work methods and skills; provides comprehensive case work services requiring complex treatment plans and involving abused or neglected children or adults; and to do related work as required.

### **NOTE:**

Two salary ranges may exist for the Senior Social Worker classification. The use of these salary ranges are specified in Training and Experience section of this job description.

### **DISTINGUISHING CHARACTERISTICS**

This is the highest level in the Social Worker series. Incumbents are normally assigned the most difficult cases, receive little supervision on a day-to-day basis and have considerable latitude for independent judgment. Incumbents may be assigned a specialized function requiring the highest degree of knowledge and specialized skill. Casework requires the application of high level and sophisticated social services expertise and techniques. The Senior Social Worker class is distinguished from Social Worker III and below by performing the most difficult assignments requiring the most advanced skills and depth of job knowledge in assessing problems and situations and formulating complex treatment plans. Incumbents may serve as lead worker or provide training or orientation to other employees.

### **REPORTS TO**

Social Services Supervisor or Program Manager/Assistant Director

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None, except that incumbents may serve as lead workers or provide training or orientation to other employees.

## **SENIOR SOCIAL WORKER – 2**

### **EXAMPLES OF DUTIES**

- Carries a caseload of the most difficult social services cases requiring the highest degree of professional skill and competence
- Conducts case studies to determine social service needs of clients
- Develops and carries out treatment plans for an assigned case load or referred clients
- Refers clients to other staff members or agencies as appropriate
- Diagnoses client problems involving highly complex family and individual issues and follows through with social treatment plans utilizing the highest professional skills with considerable latitude for independent judgment
- Assists applicants and recipients in utilizing available resources for individual needs
- Interprets rules, policies, and regulations of the department and the State of California for applicants, clients and others within the incumbent's assigned scope of responsibilities
- Makes home visits in connection with case work assignments
- May be assigned on-call evenings and weekends
- Prepare and maintain case records
- May be assigned specialized functions
- Participates in in-service training and other staff development activities to increase knowledge for the social work process and maintain technical and professional competence
- Consults with other staff members regarding their cases
- Provide community outreach for the various agency programs
- May be required to perform investigations, prepare reports and testify in court, acts as an advocate on the clients behalf
- Works with community organizations, make referrals to outside resources
- May act as a lead worker for a small group of social workers or other department employees
- May act for the Social Worker Supervisor in their absence
- May participate as representative from Social Services at various community agency meetings
- Perform other duties as assigned

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communications; use of office equipment including computers, telephone, calculators, copiers and FAX.

## **SENIOR SOCIAL WORKER – 3**

### **TYPICAL WORKING CONDITION**

Work is performed in an office; and outside including travels to client's residents or other locations; continuous contact with staff and the public.

### **DESIRABLE QUALIFICATIONS**

#### Knowledge of:

- Socio-economic conditions and trends.
- Principles of individual and group behavior.
- Current issues in the field of social welfare.
- Problem-solving methodologies.
- Public welfare programs and the Federal, State and local levels.
- The general principles of public assistance policies and programs.
- Principles and techniques of interviewing and recording of social casework.
- Laws, rules, and regulations governing the operation of a public welfare agency.
- Community organizations and social problems requiring the use of public and private community resources.
- Basic principles involved in the development and implementation of personality and in-group processes.
- Current problems and methodology in the field of public social services.

#### Ability to:

- Understand and carry out Department programs, policies, and procedures.
- Obtain facts and analyze information, drawing sound conclusions.
- Gather, organize, analyze, and present a variety of data and information.
- Prepare, clear, concise and accurate records and reports.
- Communicate effectively, both orally and in writing.
- Establish and maintain client rapport on an individual basis.
- Analyze situations and adopt effective courses of action.
- Demonstrate skills in interviewing people, making interpretations and recording information.
- Work in a stressful environment.
- Maintain the confidentiality of case records.
- Effectively represent the Social Services Department in contacts with clients, the public, the courts, community organizations, and other government agencies.
- Establish and maintain cooperative working relationships.

## **SENIOR SOCIAL WORKER – 4**

### Training and Experience:

#### **Qualifications needed for the Range A:**

Two (2) years of experience (comparable to a Merit Systems Social Worker III with Plumas County) working in child or adult welfare services Programs

AND

Equivalent to graduation from college including successful completion of 30 college semester units in Social Welfare, Sociology, Social/Human Services or other behavioral sciences.

Social Worker Seniors shall be appointed to this range who does not meet the criteria for Range B.

**OR**

#### **Qualifications needed for Range B:**

Possession of a Master's degree in social work from an accredited college or university,

OR

a Master's degree from a two-year counseling program from an accredited college or university.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **SOCIAL SERVICES SUPERVISOR I**

### **DEFINITION**

Under general direction, the Social Worker Supervisor I plans, organizes and supervises social service and employment staff engaged in providing information and referral services, homemaker and chore services, adult protective services, in-home supportive services, home placement services, child protective services, emergency response services and/or employment services; performs other related work as assigned.

Social Worker Supervisor I is the first supervisory level in the series. Social Worker Supervisor I differs from the next lower classification of Social Worker IV in that the former is the first line supervisor. Social Worker Supervisor I differs from Social Worker Supervisor II in that the latter is at the second supervisory level and requires a Master's degree.

### **DISTINGUISHING CHARACTERISTICS**

This is the first line supervisory level class for overseeing the work of Social Workers. Incumbents are responsible for the assigning work and monitoring performance of staff. They may also manage service programs such as Adult and Children Services. They carry a caseload of the more difficult cases.

### **REPORTS TO**

Social Services Director or Program Manager / Assistant Director

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

Social Worker I, II, III, Senior Social Worker

## SOCIAL SERVICES SUPERVISOR I – 2

### **EXAMPLES OF DUTIES**

- Plans, assigns, supervises, coaches, mentors, and reviews the work of employees engaged in the delivery of employment and social services; consults with and guides social workers in providing counseling, support and guidance to clients with complex or specialized needs.
- Reviews and approves forms, applications, court reports, placements, reports of abuse and other documents to verify information or determine proper course of action; reassesses and modifies case plans.
- Reviews and approves reports of abuse; suggests or approves placements; may provide information to law enforcement or district attorneys; may testify in court; supports witnesses and victims who must testify in court.
- Documents and addresses clients' concerns and complaints.
- Selects, trains, evaluates, and disciplines subordinate staff.
- Discusses or interprets regulations, rules, policies and programs to clients, applicants, staff and the general public.
- Assists and participates in the development of in-service staff development programs.
- Facilitates communication between staff and management; communicates department expectations and activities, policy changes, and regulatory changes; evaluates and recommends service delivery improvements.
- Authorizes the provision of social and employment services through the department, provides services, and makes referrals to other agency staff and community agencies.
- Provides social services for sensitive or confidential cases, in the absence of assigned social workers or to meet workload demands.
- Participates or intercedes in interviews to defuse hostile or angry clients; obtains information on personal issues in difficult or emotional situations; explains decisions or recommendations to clients and family members.
- Establishes and maintains effective working relationships and trust with staff, clients, family members, community organizations and the public; collaborates with service providers; facilitates a work environment favoring teamwork, collaboration and mutual respect.
- Provides peer support for coworkers facing case related stress.
- Develops and prepares court reports, case plans, case narratives and safety plans in automated computer systems.
- Enters and retrieves data and narratives from automated computer systems.
- Maintains written chronological narrative reflecting personal or other contacts with the client and reasons for the social worker's actions; prepares and maintains case records and databases; communicates decisions, timelines, recommendations and case plans to clients, families and service providers.
- Enters and retrieves information from an automated computer system; researches information using the Internet and computer resources.
- Receives, approves and prepares correspondence and reports.
- Ensures all services are delivered in a respectful, culturally sensitive and appropriate manner and in conformance with agency, state, and federal requirements.
- Maintains confidential information in accordance with legal standards and/or County regulations; performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics.



## SOCIAL SERVICES SUPERVISOR I - 3

### **EXAMPLES OF DUTIES – continued:**

- In small agencies, may be responsible for social workers involved in the provision of the full range of social services including advanced services.
- Performs related duties as assigned.
- May be required to testify in court; acts as an advocate on the client's behalf.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

### **DESIRABLE QUALIFICATIONS**

#### Knowledge of:

- Principles and practices of supervision, training, mentoring, motivating, casework consultation, and peer counseling.
- Principles and practices of organization, workload management, and time management.
- Principles and practices of note taking, report writing, and English composition, grammar, punctuation, and spelling.
- Functions of public social services agencies and the principles of public social service administration.
- Casework concepts, techniques of interviewing, and record keeping in social casework. Laws, rules, and regulations governing the operation of public social services agencies and the role and responsibilities of a social worker.
- Medical, legal, economic, and social management needs of individuals and families with special medical needs such as HIV disease, drug dependency, the medically fragile child, Alzheimer's, and the terminally ill.
- Strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide.
- Psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients.
- Signs, stages, and dynamics of abuse, and the effects of abuse on child/adult development and

## SOCIAL SERVICES SUPERVISOR I - 4

### Knowledge of – continued:

- behavior.
- Signs and symptoms of alcohol and drug use/abuse in adults and children and the effects on families.
- Standards for maintaining clients safely in the home; options for placement; effects of removing clients from unsafe situations.
- Principles and methodologies of research, analysis, problem solving, and decision making. Computers, software, and Internet research.
- Resources available in the community for referral or utilization in employment or social service programs.
- Principles, methods, and resources in the field of public health, mental health, education, corrections and rehabilitation as they relate to public social services.

### Ability to:

- Exercise sound judgment when organizing, directing, and prioritizing unit activities.
- Select, train, coach, supervise, evaluate, and discipline subordinate staff.
- Mentor, counsel, and collaborate with staff and foster an environment of teamwork, mutual respect and professionalism.
- Apply effective interpersonal and interviewing skills.
- Develop and maintain effective working relationships with agency staff, clients, and outside organizations.
- Present oral and written reports concisely and clearly.
- Analyze a situation accurately and adopt an effective course of action.
- Maintain confidentiality in accordance with legal standards and/or county regulations.
- Recognize signs of abuse for children, the elderly and dependent adults; assess risk factors and potential dangers to clients.
- Act effectively in stressful situations.
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.
- Respect cultural differences.
- Use computers and related software.

## SOCIAL SERVICES SUPERVISOR I - 5

### **Training and Experience:**

Qualifications needed for this position:

Three (3) years of full-time experience performing journey level social work case management duties\* in a Social Worker II classification,

(Substitution: One year of graduate work in social work or counseling may substitute for one year of the required experience.)

OR

One (1) year of full-time experience performing advanced journey level social work case management duties in a Social Worker III classification.

OR

Four (4) years of full-time experience performing social work case management duties.

\*Qualifying social work case management includes direct case work management, such as: assessment, evaluation; conducting investigations of abuse and neglect; preparing court reports; responsibility for a long term caseload, monitoring compliance through home calls and other personal contact; collaboration with other agencies and linking clients to resources and programs; development of a case plan, modification of case plans as needed/required; and authority to impose sanctions or implement actions that impact services.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **SOCIAL SERVICES SUPERVISOR II**

### **DEFINITION**

Under general direction, the Social Worker Supervisor II plans, organizes, and directs the work of social service staff providing the most advanced social services; and performs other related work as assigned.

Social Worker Supervisor II requires a Master's degree. Incumbents supervise a unit of caseworkers in specific programs identified as having a high proportion of complex and sensitive casework needs and are usually assigned to programs or staff positions that require extensive casework knowledge.

### **DISTINGUISHING CHARACTERISTICS**

Under general direction, plans, organizes, directs and supervises the work of Social Service's staff providing the most advanced social services; develop community resources; represent the County's Social Services department with community organization and agencies; and do related work as required.

This is a supervisory level classification for overseeing the work of social workers providing the most advanced social services. Incumbents are responsible for assigning work and monitoring performance of staff. They may also manage service programs such as Adult and/or Children's Services. Incumbents may carry a caseload of the most difficult cases. This classification is also distinguished by possession of professional credentials

### **REPORTS TO**

Social Services Director or Program Manager / Assistant Director

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

Social Worker I, II, III, Senior Social Worker

## **SOCIAL SERVICES SUPERVISOR II – 2**

### **EXAMPLES OF DUTIES:**

- Plans, assigns, directs, mentors, coaches and reviews the work of employees providing the most advanced or complex casework such as adoptions and protective services.
- Consults with and guides social workers in providing counseling, support, and guidance to clients with complex or specialized needs.
- Reviews and approves forms, applications, court reports, placements, reports of abuse, and other documents to verify information or determine proper course of action; reassesses and modifies case plans.
- May testify in court; supports witnesses and victims who must testify in court. Selects, trains, evaluates, and disciplines subordinate staff.
- Documents and addresses clients' concerns and complaints.
- Assists in the development of community resources for all programs.
- Assists and participates in the development of in-service training and staff development programs.
- Evaluates the effectiveness of policies and procedures.
- Represents the social services department at conferences and addresses community groups.
- Discusses or interprets regulations, rules, policies, and programs to clients, applicants, staff and the general public.
- Facilitates communication between staff and management; communicates department expectations and activities, policy changes, and regulatory changes; evaluates and recommends service delivery improvements.
- Provides social services for sensitive or confidential cases, in the absence of assigned social workers or to meet workload demands.
- Participates or intercedes in interviews to defuse hostile or angry clients; obtains information on personal issues in difficult or emotional situations; explains decisions or recommendations to clients and family members.
- Establishes and maintains effective working relationships and trust with staff, clients, family members, community organizations and the public; collaborates with service providers; facilitates a work environment favoring teamwork, collaboration and mutual respect.
- Provides peer support for coworkers facing case related stress.
- Maintains written chronological narrative reflecting personal or other contacts with the client and reasons for the social worker's actions; prepares and maintains case records and databases; communicates decisions, timelines, recommendations and case plans to clients, families and service providers.
- May direct research studies and prepare reports.
- Enters and retrieves information from an automated computer system; researches information using the Internet and computer resources.
- Develops and prepares court reports, case plans, case narratives and safety plans in automated computer systems.

## **SOCIAL WORKER SUPERVISORS II – 3**

### **EXAMPLES OF DUTIES** - continued

- Authorizes the provision of social and employment services through the department, provides services, and makes referrals to other agency staff and community agencies. Receives, approves and prepares correspondence and reports.
- Ensures all services are delivered in a respectful, culturally sensitive and appropriate manner and in conformance with agency, state and federal requirements.
- Maintains confidential information in accordance with legal standards and/or County regulations; performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics.
- Performs related duties as assigned.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods, frequently stand and walk; make home visits outside the office; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communications; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

### **DESIRABLE QUALIFICATIONS**

#### Knowledge of:

- Principles and practices of supervision, training, mentoring, motivating, casework consultation, and peer counseling.
- Principles and practices of organization, workload management and time management.
- Principles and practices of note taking, report writing, and English composition, grammar, punctuation, and spelling.
- Functions of public social services agencies and the principles of public social service administration.
- Social research methods.
- Laws, rules, and regulations governing the operation of public social services agencies and the role and responsibilities of a social worker.
- Medical, legal, economic, and social management needs of individuals and families with special medical needs such as HIV disease, drug dependency, the medically fragile child, Alzheimer's, and the terminally ill.

## **SOCIAL WORKER SUPERVISORS II – 4**

### Knowledge of – continued:

- Strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide.
- Psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients.
- Signs, stages and dynamics of abuse, and the effects of abuse on child/adult development and behavior.
- Signs and symptoms of alcohol and drug use/abuse in adults and children and the effects on families.
- Standards for maintaining clients safely in the home; options for placement; effects of removing clients from unsafe situations.
- Principles and methodologies of research, analysis, problem solving, and decision making.
- Principles, methods, and resources in the field of public health, mental hygiene, education, correction and rehabilitation as they relate to public social service.
- Techniques of supervision, training, and casework consultation. Computers, software and Internet research.
- Principles of community organization.
- Resources available in the community for referral or utilization in employment or social service programs.

### Ability to:

- Exercise sound judgment when organizing, directing, and prioritizing unit activities.
- Select, train, coach, supervise, evaluate, and discipline subordinate staff. Mentor, counsel, and collaborate with staff and foster an environment of teamwork, mutual respect and professionalism.
- Classify case problems and evaluate the effectiveness of effort in solving problems.
- Apply effective interpersonal and interviewing skills.
- Develop and maintain effective working relationships with agency staff, clients, and outside organizations.
- Make oral and written presentations clearly and concisely.
- Analyze a situation accurately and adopt an effective course of action.
- Maintain confidentiality in accordance with legal standards and/or county regulations.
- Recognize signs of abuse for children, elderly and dependent adults; assess risk factors and potential dangers to clients.

## **SOCIAL WORKER SUPERVISORS II – 5**

### Ability to – continued:

- Act effectively in stressful situations.  
Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.
- Respect cultural differences.
- Use computers and related software packages.

### **Training and Experience:**

Qualifications for this position are:

Two (2) years of full-time experience performing duties of the Social Worker III in an Interagency Merit System (IMS) county; AND A Master's degree in Social Work from an accredited college or university or a Master's degree from an accredited two (2) year counseling program.\*

OR

One (1) year of full-time experience performing duties of the Social Worker IV classification in an Interagency Merit System (IMS) county; AND A Master's degree in Social Work from an accredited college or university or a Master's degree from an accredited two (2) year counseling program.\*

OR

Four (4) years of full-time experience performing social work case management duties;\*\* AND A Master's degree in Social Work from an accredited college or university or a Master's degree from an accredited two (2) year counseling program.\*

\*Qualifying Master's degrees include: Marriage and Family Therapy, Clinical Counseling, Mental Health Counseling, Addiction Counseling, Gerontology and Counseling Psychology. Completion of all of the requirements for a Marriage and Family Therapy (MFT) license program may be substituted upon submission of verifying proof.

\*\*Qualifying social work case management includes direct case work management, such as: assessment, evaluation; conducting investigations of abuse and neglect; preparing court reports; responsibility for a long term caseload, monitoring compliance through home calls and other personal contact; collaboration with other agencies and linking clients to resources and programs; development of a case plan, modification of case plans as needed/required; and authority to impose sanctions or implement actions that impact services.



## **SOCIAL WORKER SUPERVISORS II – 6**

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

# Exhibit B

# Social Services Job Classification Wage Survey

12/14/2016

Staff Services Specialist		10 County Comparable Salary Survey				
Amador	N/A					
Calaveras	N/A					
Colusa	nN/A					
Del Norte	n/a					
Glenn	\$ 20.41					
Inyo	n/a					
Lassen	n/a					
San Benito	\$ 20.30					
Tehama	n/a					
Tuolumne	\$ 18.61					
	\$ 59.32					
Average	\$ 19.77					
Plumas	n/a					
Proposed	\$ 20.22					



**STAFF SERVICES SPECIALIST****DEFINITION**

Under general supervision, a Staff Services Specialist performs a variety of technical administrative duties in support of facilities management, budget, administrative functions, or department projects, or programs that require a thorough knowledge of the terminology, procedures, and practices for the assigned functional area. Areas of responsibility include, but are not limited to: researching, compiling, and reviewing data and information; processing financial and administrative records; creating and maintaining reports, records, spreadsheets, and files; coordinating technical administrative support services activities involving facility/fleet maintenance, office moves/setups (including telecommunications and information technology changes), program evaluation for funded programs; and participating in special projects, studies, and presentations.

**DISTINGUISHING CHARACTERISTICS**

The work performed emphasizes decisions, processes, and procedures that require incumbents to use substantial independent judgment within established laws, regulations, policies, and/or guidelines. Incumbents must apply a thorough knowledge of applicable laws, regulations, policies, and procedures in order to make both routine and non-routine decisions. When encountering a new or unfamiliar problem, incumbents are expected to evaluate the problem based on their knowledge and experience, and determine the appropriate course of action within their range of authority.

**REPORTS TO**

Social Services Director or Program Manager

**CLASSIFICATIONS DIRECTLY SUPERVISED**

May provide work coordination and direction for other office support staff.

## STAFF SERVICES SPECIALIST-2

### **EXAMPLE OF DUTIES**

- Reviews reports, logs, and other documents; obtains and compiles fiscal, statistical, and administrative data and information from multiple sources; tracks and maintains data and prepares summaries and reports for management; notes trends and areas of concern; provides comments and/or recommendations regarding policy, procedure, staffing, program, or organizational changes.
- Initiates and submits required documentation to purchase equipment, supplies, and other items within an established budget.
- Participates in departmental meetings; participates on committees and task forces to share information with other agencies or departments; contributes information and suggestions regarding how to improve the efficiency and effectiveness of assigned responsibilities.
- Reviews, verifies, and processes documents related to department activities including budgets, contracts, grants, claims, legislation, purchasing, and other specialized documents based on area of assignment.
- Participates in conducting surveys and studies; performs research to track administrative, fiscal, personnel, and operational performance.
- Maintains routine and complex administrative, accounting, personnel, payroll, and/or fiscal records.
- Answers questions and provides information to the public, contractors, and vendors; assists in the investigation of complaints and recommends corrective action as necessary to resolve complaints.
- Prepares presentations, general and technical correspondence, and promotional materials; develops forms, tracking systems, databases, and spreadsheets.
- Tracks progress of projects, payments, expenditures, and reimbursements.
- Assists in the administration and coordination of special events, training, programs, or projects; assists in coordinating municipal activities among County departments and/or other organizations.
- Interprets general or program specific policies, procedures, rules, regulations, contracts, and/or labor agreements.
- Provides liaison and staff support to committees, commissions, and department management.
- May supervise the work of subordinate clerical or para-professional support staff, with responsibility for assigning, reviewing and evaluating their work, and initiating appropriate corrective action when needed.
- Distributes assignments to co-workers, subordinates, contractors, and others; functions as a program to project coordinator with delegated authority to direct the work of staff in a non-supervisory capacity.

## STAFF SERVICES SPECIALIST-3

### **EXAMPLE OF DUTIES (continued)**

- Prepares and distributes written procedures and other informational materials pertaining to area of assignment; may provide training to groups and individuals regarding procedures and information.
- Performs or coordinates technical administrative activities and projects.
- Performs other duties as assigned

### **TYPICAL PHYSICAL REQUIREMENTS**

Mobility to work in a standard office environment; use standard office equipment; physical ability to sit or otherwise remain stationary at work post for long periods of time; manual dexterity to use standard office equipment and supplies and to manipulate both single sheets of paper and large documents holders (binders, manuals, etc.); vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment; contact with staff and the public.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge of:**

- Technical principles and methods of investigating and resolving administrative problems.
- Fundamental governmental functions and organizations.
- Principles of effective customer service.
- Fundamental arithmetic principles and methods including addition, subtraction, multiplication, division, percentages, and fractions.
- Principles of effective business communication, including the development of correspondence, reports, and presentations.
- Basic principles and practices of fiscal, statistical, and administrative research; principles and practices of effective record keeping.
- Computer equipment and general office software, including word processing, spreadsheet, electronic mail, and database.
- English usage, including correct grammar, spelling and punctuation.
- Fundamental statistical methods.
- Basic techniques of project management.

## STAFF SERVICES SPECIALIST-4

### **Ability to:**

- Make administrative decisions and take actions based on the interpretation of laws and regulations as well as operating policies and procedures.
- Prioritize assignments based on broad criteria.
- Gather, tabulate, validate, summarize, and present data in a meaningful way.
- Prepare reports and cost projections using readily available information.
- Operate a personal computer utilizing spreadsheet, word processing, and database software at an intermediate to advanced level.
- Collect, compile, analyze, and present a variety of data in a meaningful way.
- Compose professional quality correspondence and letters.
- Write technically detailed reports; coordinate the efforts of multiple individuals to achieve a work objective.
- Reason logically and methodically.
- Recommend and implement procedural changes/improvements.
- Communicate effectively orally and express ideas clearly.
- Communicate effectively, in writing, using proper English, including grammar, punctuation, and spelling.
- Establish and maintain effective working relationships; act as an effective team player.
- Effectively listen to others, identify, and resolve central problems or issues.
- Work independently and accept responsibility for actions.
- Provide training and guidance to co-workers, subordinates, and other department staff.
- Learn and understand the organization and operations of the assigned area and/or outside agencies.
- Establish priorities, organize work, and meet deadlines.
- Supervise clerical and/or support employees, if required by the position.

### **TRAINING AND EXPERIENCE**

#### **Minimum qualifications for this position are:**

Two (2) years of full-time experience performing journey-level clerical, secretarial, or administrative support work.

**And**

Equivalent of two years (60 semester or 90 quarter units) of coursework in business administration, public administration, personnel, statistics, economics, accounting, or a closely related field from an accredited college or university.



## STAFF SERVICES SPECIALIST-5

### **Minimum qualifications for this position are (continued):**

Substitution: Additional experience performing routine or complex clerical duties may be substituted for the required education on a year-for-year basis.

### **SPECIAL REQUIREMENTS**

Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

# Exhibit C

Social Services Job Classification Wage Survey  
Eligibility Specialist Series

10 County Comparable Salary Survey

	Ben Asst Supervisor Eligibility Specialist Supervisor			Ben Asst Counselor I Eligibility Specialist I			Ben Asst Counselor II Eligibility Specialist II			Ben Asst Counselor III Eligibility Specialist III		
Amador												
Calaveras				\$ 15.82	\$ 17.38	\$ 19.18						
Colusa				\$ 12.39	\$ 13.67	\$ 15.10						
Del Norte												
Glenn	\$ 20.21	\$ 13.97	\$ 15.49	\$ 17.29								
Inyo												
Lassen												
San Benito	\$ 25.41	\$ 14.85	\$ 16.37	\$ 18.05								
Tehama	\$ 22.67	\$ 13.85	\$ 15.29	\$ 16.88								
Tuolumne	\$ 21.40	\$ 13.87	\$ 15.32	\$ 16.93								
sum	\$ 89.69	\$ 84.75	\$ 93.52	\$ 103.43								
Average	\$ 22.42	\$ 14.13	\$ 15.58	\$ 17.23								
Plumas	\$ 18.33	\$ 13.28	\$ 14.56	\$ 16.15								
Proposed	\$ 20.21	\$ 14.10	\$ 15.50	\$ 17.29								

Benefits Assistant Counselor has been upgraded to Eligibility Specialist I/II/III & Supervisor

Glenn County has updated job classifications to the Eligibility Specialist MSS standards

The other Counties have not updated to the new MSS standards

**ELIGIBILITY SPECIALIST I****DEFINITION**

Under supervision, Eligibility Specialist classifications determine the eligibility of applicants and recipients for public assistance programs through interactive interviewing and fact gathering; maintain current knowledge of program regulations and procedures necessary for multi-program caseload administration; initiate and process casework through automated systems; identify needs and make appropriate referrals for health, social, and/or employment services. Eligibility Specialist may refer clients to other staff or community resources and do related work as required.

**DISTINGUISHING CHARACTERISTICS**

The Eligibility Specialist I is the entry-level in the Eligibility Specialist series. Incumbents may have prior experience determining eligibility for loans, financial assistance, unemployment or veterans benefits, or publicly or privately funded health, counseling or social services programs; have completed initial classroom training as part of the Eligibility Specialist Trainee training program; or may have the required level of education. Incumbents will be placed in a work team and initially may receive classroom instruction prior to being assigned casework and/or tasks. Incumbents work under close supervision while learning to independently determine public assistance eligibility, and apply knowledge and skills learned from their training in completing eligibility tasks and applying complex regulations. As incumbents gain experience and work toward the journey level in the series, they are expected to work with more independence and have the ability to complete more complex tasks and/or handle larger client caseloads. Incumbents are expected to progress to the journey-level Eligibility Specialist II upon completion of one year of satisfactory performance in the entry-level Eligibility Specialist I classification.

**REPORTS TO**

Eligibility Supervisor or Program Manager

**CLASSIFICATIONS DIRECTLY SUPERVISED**

None

## **ELIGIBILITY SPECIALIST I - 2**

### **EXAMPLES OF DUTIES**

- Performs interactive interviews to elicit eligibility information, obtain and /or verify financial, employment, tax and personal demographic information and determine eligibility for public assistance programs and services
- Analyzes financial and eligibility information to determine initial or continuing eligibility for multiple aid programs
- Explains regulations, rules and policies to clients and apprises them of their rights, responsibilities and eligibility for participation in various public assistance programs and services
- Ensures accuracy and completion of application and declaration forms
- Resolves discrepancies by securing documentation, medical records and confirmation from other agencies
- Enters and retrieves numerical and narrative data and issues benefits from an automated computer system
- Determines the level of benefits to which the client is entitled by making complex computations and/or computer entries and then analyzing the results
- Reviews and interprets information provided on a variety of forms both by the client and third parties to assist with eligibility determination
- Evaluates clients for an answers questions on Advanced Payment Tax Credit (APTC) related to health care reform
- Explains a variety of plan options, costs and individual plan features through Covered California
- Monitors on-going eligibility by obtaining periodic updated information of eligibility factors and takes appropriate actions on changes
- Determines need for additional services and makes referrals as needed for employment and other services to outside agencies to assist clients toward self-sufficiency and directs clients accordingly
- Organizes and prioritizes caseload so that necessary case records and documents are processed and updated within specific time limits established by regulation and policy
- Enters and maintains case records, including written narratives, forms and computer documents in a clear and readable format
- Troubleshoots task and /or case issues to determine appropriate resolution of problems, involving Help Desk as needed
- Communicates both orally and in writing with clients and others related to the initial and ongoing eligibility determination while maintaining confidentiality
- Responds to questions and complaints of clients in person, by telephone, mail and/or email communication
- Provides pertinent forms and pamphlets to clients as required
- Identifies suspected fraud and makes referrals for investigations
- Makes referrals to social service workers as needed
- Participates in special projects, studies, work assignments and committees

## **ELIGIBILITY SPECIALIST I- 3**

### **EXAMPLES OF DUTIES – continued:**

- Prepares correspondence and reports
- Performs related duties as assigned

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- General goals and purpose of public social services programs
- Laws, rules, regulations, policies and procedures governing eligibility for diverse public assistance programs and related case administrative techniques
- Methods and techniques of conducting an investigative interview and information gathering
- Computer terminology and computer keyboard arrangement
- Modern office practices, methods and procedures
- Record keeping practices and procedures
- Principles of mathematical calculations
- Intricacies of health insurance plans, medical health plan options and associated terminology
- Regulations and rules regarding household filing status related to the Affordable Care Act
- Cultural and human behavior, including knowledge of self, to interact effectively with clients and staff
- Principles and practices of effective customer service
- Structure and content of the English language including the meaning and spelling of words, rules of composition and grammar
- Modern equipment and communication tools used for business functions and program, project and task coordination
- Computers and software programs (e.g., Microsoft software applications) to conduct research, assess information and/or prepare documentation

## ELIGIBILITY SPECIALIST I- 4

### Ability to:

- Apply the policies, procedures and programs of the County Social Services Department
- Apply the laws, rules and regulations governing eligibility and grant determination for multiple public assistance programs and the case administration of these programs
- Identify available resources and communicate with others to obtain and verify information concerning eligibility
- Use fact finding techniques and perform in-depth and interactive interviewing
- Determine appropriate course of action in emergency situations
- Make referrals to appropriate agencies and social service programs
- Detect and evaluate potential fraudulent situations
- Analyze and interpret written, numerical and verbal data from various sources
- Utilize multiple electronic information, social services systems and analyze and interpret such information
- Enter and maintain data accurately and timely into a computerized system
- Navigate through computer screens and effectively use computer systems, software applications and modern business equipment to perform a variety of work tasks
- Identify when computer output is incorrect and make corrections
- Process cases manually as required
- Plan and organize caseload to ensure work is completed in accordance with regulations relating to eligibility and timeliness
- Function effectively in a system with strict deadlines and constant changes
- Read, understand, apply and explain complicated and detailed correspondence, reports, regulations and policy directives
- Perform a variety of mathematical computations accurately and rapidly
- Prepare clear, concise and accurate records and reports
- Explain complex rules and programs so they can be understood by people of diverse socio-economic, cultural and educational backgrounds
- Gather, record and correctly evaluate tax filing data, income and additional necessary information required for the determination of eligibility for one or more programs
- Explain health insurance plan options and plan details available to clients through the Affordable Care Act
- Review a variety of tax documents to obtain needed household filing information
- Explain health care reform tax credit implications to clients
- Refer clients to other community services as needed
- Assess and manage difficult and hostile persons or situations; or call for intervention when appropriate
- Interact with people in a courteous manner in person, on the telephone, by mail or

## **ELIGIBILITY SPECIALIST I - 5**

### Ability to - continued:

- email
- Work in a fast-paced, professional office environment and prioritize a wide range of duties with varying time requirements to ensure timely completion
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax
- Establish and maintain cooperative working relationships with the public and staff
- Follow written and oral directions and instructions

### **Training and Experience:**

#### Qualifications for the position:

One year full-time experience in an Eligibility Specialist Trainee classification in an Interagency Merit System (IMS) county;

OR

One (1) year of full-time experience determining eligibility for health programs, loans, financial assistance, unemployment, or other benefits and two (2) years of clerical work involving public contact;

OR

Two (2) years of full-time experience determining eligibility for health programs, loans, financial assistance, unemployment, or other benefits;

OR

Four (4) years of full-time clerical work involving public contact, interviewing, math computations, completion of forms or eliciting information from the public;

OR

Equivalent to the completion of 60 semester units or 90 quarter units from an accredited college or university.

OR

Graduation from an accredited four-year college or university.



## ELIGIBILITY SPECIALIST I - 6

### **Training and Experience – continued:**

\*\*\*Qualifying experience or education may be combined in order to meet the above requirements. When combining education and experience; fifteen (15) semester units or twenty-two (22) quarter units equal six months of experience.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **ELIGIBILITY SPECIALIST II**

### **DEFINITION**

The Eligibility Specialist classifications determine the eligibility of applicants and recipients for public assistance programs through interactive interviewing and fact gathering; maintain current knowledge of program regulations and procedures necessary for multi-program caseload administration; initiate and process casework through automated systems; identify needs and make appropriate referrals for health, social, and/or employment services; and perform related work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Eligibility Specialist II is the journey-level classification in the Eligibility Specialist series. Incumbents demonstrate working knowledge of eligibility regulations, procedures and eligibility software systems. Eligibility Specialist II incumbents handle more complex tasks and/or caseloads independently with consultation as needed by Eligibility Specialist IIIs or Eligibility Supervisors. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level or if filled from the outside, require prior experience as an Eligibility Specialist, Eligibility Worker or comparable position.

The class of Eligibility Specialist II is distinguished from the Eligibility Specialist I as the latter requires a higher level of consultation and supervision and is working toward achieving a working knowledge of program rules and regulations. The Eligibility Specialist II class is distinguished from the Eligibility Specialist III in that the latter class is assigned lead specialist duties or special assignments with a greater degree of independent judgment.

### **REPORTS TO**

Eligibility Supervisor or Program Manager

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None

## **ELIGIBILITY SPECIALIST II - 2**

### **EXAMPLES OF DUTIES**

- Performs interactive interviews to elicit eligibility information, obtain and/or verify financial, employment, tax and personal demographic information and determine eligibility for public assistance programs and services
- Analyzes financial and eligibility information to determine initial or continuing eligibility for multiple aid programs
- Explains regulations, rules and policies to clients and apprises them of their rights, responsibilities and eligibility for participation in various public assistance programs and services
- Ensures accuracy and completion of application and declaration forms
- Resolves discrepancies by securing documentation, medical records and confirmation from other agencies
- Enters and retrieves numerical and narrative data and issues benefits from an automated computer system
- Determines the level of benefits to which the client is entitled by making complex computations and/or computer entries and then analyzing the results
- Reviews and interprets information provided on a variety of forms both by the client and third parties to assist with eligibility determination
- Evaluates clients for and answers questions on Advanced Payment Tax Credits (APTC) related to health care reform
- Explains a variety of plan options, costs and individual plan features through Covered California
- Monitors on-going eligibility by obtaining periodic updated information of eligibility factors and takes appropriate actions on changes
- Determines need for additional services and makes referrals as needed for employment and other services to outside agencies to assist clients toward self-sufficiency and directs clients accordingly
- Organizes and prioritizes caseload so that necessary case records and documents are processed and updated within specific time limits established by regulation and local policy
- Enters and maintains case records, including written narratives, forms and computer documents in a clear and readable format
- Troubleshoots task and/or case issues to determine appropriate resolution of problems, involving Help Desk as needed
- Communicates both orally and in writing with clients and others related to the initial and ongoing eligibility determination while maintaining confidentiality
- Responds to questions and complaints of clients in person, by telephone, mail and/or email communication
- Provides pertinent forms and pamphlets to clients as required

## **ELIGIBILITY SPECIALIST II - 3**

### **EXAMPLES OF DUTIES – continued:**

- Identifies suspected fraud and makes referrals for investigation
- Makes referrals to social service workers as needed
- Participates in special projects, studies, work assignments and committees
- Prepares correspondence and reports
- Performs related duties as assigned

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- General goals and purpose of public social services programs
- Laws, rules, regulations, policies and procedures governing eligibility for diverse public assistance programs and related case administrative techniques
- Methods and techniques of conducting an investigative interview and information gathering
- Computer terminology and computer keyboard arrangement
- Modern office practices, methods and procedures
- Record keeping practices and procedures
- Principles of mathematical calculations
- Intricacies of health insurance plans, medical health plan options and associated terminology
- Regulations and rules regarding household filing status related to the Affordable Care Act
- Cultural and human behavior, including knowledge of self, to interact effectively with clients and staff
- Principles and practices of effective customer service
- Structure and content of the English language including the meaning and spelling of words, rules of composition and grammar
- Modern equipment and communication tools used for business functions and program,

## **ELIGIBILITY SPECIALIST II - 4**

### **Knowledge of** – continued:

- project and task coordination
- Computers and software programs (e.g., Microsoft software applications) to conduct research, assess information and/or prepare documentation

### **Ability to:**

- Apply the policies, procedures and programs of the County Social Services Department
- Apply the laws, rules and regulations governing eligibility and grant determination for multiple public assistance programs and the case administration of these programs
- Identify available resources and communicate with others to obtain and verify information concerning eligibility
- Use fact finding techniques and perform in-depth and interactive interviewing
- Determine appropriate course of action in emergency situations
- Make referrals to appropriate agencies and social service programs
- Detect and evaluate potential fraudulent situations
- Analyze and interpret written, numerical and verbal data from various sources
- Utilize multiple electronic information, social services systems and analyze and interpret such information
- Enter and maintain data accurately and timely into a computerized system
- Navigate through computer screens and effectively use computer systems, software applications and modern business equipment to perform a variety of work tasks
- Identify when computer output is incorrect and make corrections
- Process cases manually as required
- Plan and organize caseload to ensure work is completed in accordance with regulations relating to eligibility and timeliness
- Function effectively in a system with strict deadlines and constant changes
- Read, understand, apply and explain complicated and detailed correspondence, reports, regulations and policy directives
- Perform a variety of mathematical computations accurately and rapidly
- Prepare clear, concise and accurate records and reports
- Explain complex rules and programs so they can be understood by people of diverse socio-economic, cultural and educational backgrounds
- Gather, record and correctly evaluate tax filing data, income and additional necessary information required for the determination of eligibility for one or more programs
- Explain health insurance plan options and plan details available to clients through the Affordable Care Act
- Review a variety of tax documents to obtain needed household filing information
- Explain health care reform tax credit implications to clients
- Refer clients to other community services as needed

## **ELIGIBILITY SPECIALIST II - 5**

### **Ability To** – continued:

- Assess and manage difficult and hostile persons or situations; or call for intervention when appropriate
- Interact with people in a courteous manner in person, on the telephone, by mail or email
- Work in a fast-paced, professional office environment and prioritize a wide range of duties with varying time requirements to ensure timely completion
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax
- Establish and maintain cooperative working relationships with the public and staff
- Follow written and oral directions and instructions

### **Training and Experience**

Qualifications needed for this position:

One (1) year full time experience in an Eligibility Specialist I classification in an Interagency Merit System (IMS) County;

OR

Two (2) years of full time experience determining eligibility for public assistance programs in a public human services agency

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **ELIGIBILITY SPECIALIST III**

### **DEFINITION**

The Eligibility Specialist III is the advanced journey/lead-level classification and subject matter expert in the Eligibility Specialist series. Incumbents perform the most complex work and specialized assignments requiring an advanced level of technical knowledge in public assistance programs, departmental processes and caseload/workload administration. Incumbents are expected to independently perform specialized and/or complex duties beyond the journey-level classification of the series. In addition, incumbents may perform help desk functions; provide training to a unit of workers determining eligibility for public assistance and/or serve as a lead worker for less experienced employees. Incumbents demonstrate advanced knowledge of eligibility regulations, procedures and eligibility software systems. Other assignments may include performing quality control and/or quality assurance reviews, participating in early fraud prevention programs, representing the County in administrative appeals and fair hearings and/or performing other specialized assignments and related work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Eligibility Specialist III differs from the Eligibility Supervisor in that the latter directly supervises a unit of Eligibility Specialists. The class of Eligibility Specialist III is distinguished from the Eligibility Specialist II as the latter requires a higher level of supervision and the Eligibility Specialist III is assigned lead specialist duties or special assignments with a greater degree of independent judgment.

### **REPORTS TO**

Eligibility Supervisor or Program Manager

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None

## **ELIGIBILITY SPECIALIST III - 2**

### **EXAMPLES OF DUTIES**

- Provides lead direction and/or training to a unit of workers determining eligibility of applicants and recipients for public assistance programs
- Provides support to supervisor with unit operations and coverage
- Performs interactive interviews to elicit eligibility information, obtain and/or verify financial, employment, tax and personal demographic information and identify need for public assistance programs and services
- Assists in the development and implementation of procedures for public assistance programs
- Analyzes financial and eligibility information to determine initial or continuing eligibility for multiple aid programs
- May provide services to drop-in clients, perform local help desk functions, provide lead direction and training to unit staff and assist with the more complicated cases, or perform specialized assignments in the areas of investigations, quality assurance and control and fair hearings
- Explains regulations, rules and policies to clients and apprises them of their rights, responsibilities and eligibility for participation
- Ensures accuracy and completion of application and declaration forms
- Resolves discrepancies by securing documentation, medical records and confirmation from other agencies
- Enters and retrieves numerical and narrative data, and issues benefits from an automated computer system
- Determines the level of benefits to which the client is entitled by making complex mathematical computations and/or complex computer entries
- Reviews and interprets information provided on a variety of forms both by the client and third parties to assist with eligibility determination
- Evaluates clients for and answers questions on Advanced Payment Tax Credits (APTC) related to health care reform
- Explains a variety of plan options, costs and individual plan features through Covered California
- Monitors on-going eligibility by obtaining periodic updated information of eligibility factors and takes appropriate actions on changes
- Determines need for additional services and makes referrals as needed for employment and other services to outside agencies to assist clients toward self-sufficiency and directs clients accordingly
- Organizes and prioritizes caseload/workload so that necessary case records and documents are processed and updated within specific time limits established by regulation and local policy
- Completes and maintains case records, including written narratives, forms and computer



## **ELIGIBILITY SPECIALIST III - 3**

### **EXAMPLES OF DUTIES – continued:**

- documents in a clear and readable format
- Troubleshoots task and/or case issues to determine appropriate resolution of problems, involving Help Desk as needed; may participate in system testing and design
- Communicates both orally and in writing with clients and others related to the initial and ongoing eligibility determination while maintaining confidentiality
- Responds to questions and complaints of clients in person, by telephone, mail and/or email communication
- Provides pertinent forms and pamphlets to clients as required
- Identifies suspected fraud and makes referrals for investigation
- Makes referrals to social service workers as needed
- Participates in special projects, studies, work assignments, meetings, conferences and committees
- Prepares correspondence and reports
- Performs related duties as assigned

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- General goals and purpose of public social services programs
- Laws, rules, regulations, policies and procedures governing eligibility for diverse public assistance programs and related case administrative techniques
- Methods and techniques of conducting an investigative interview and information gathering
- Computer terminology and computer keyboard arrangement
- Principles of training and staff development
- Modern office practices, methods and procedures

## **ELIGIBILITY SPECIALIST III - 4**

### **Knowledge of – continued:**

- Record keeping practices and procedures
- Principles of mathematical calculations
- Intricacies of health insurance plans and medical health plan options and associated terminology
- Regulations and rules regarding household filing status related to the Affordable Care Act
- Cultural and human behavior, including knowledge of self, to interact effectively with clients and staff
- Principles and practices of effective customer service
- Structure and content of the English language including the meaning and spelling of words, rules of composition and grammar
- Modern equipment and communication tools used for business functions and program, project and task coordination
- Computers and software programs (e.g., Microsoft software applications) to conduct research, assess information and/or prepare documentation

### **Ability to:**

- Lead, direct and train other eligibility staff
- Evaluate and make appropriate recommendations and corrections on selected cases
- Determine appropriate course of action in emergency situations
- Apply the laws, rules and regulations governing eligibility and grant determination for multiple public assistance programs and the case administration of these programs
- Identify available resources, and communicate with others to obtain and verify information concerning eligibility
- Use fact finding techniques and perform in-depth and interactive interviewing
- Make referrals to appropriate agencies and social service programs
- Detect and evaluate potential fraudulent situations
- Analyze and interpret written, numerical and verbal data from various sources
- Utilize multiple electronic information, social services systems and analyze and interpret such information
- Enter data accurately into a computerized system
- Navigate through computer screens and effectively use computer systems, software applications and modern business equipment to perform a variety of work tasks
- Identify when computer output is incorrect and make corrections
- Process cases manually as required
- Plan and organize caseload/workload to ensure work is completed in accordance with regulations relating to eligibility and timeliness
- Function effectively in a system with strict deadlines and constant changes
- Read, understand, apply and explain complicated and detailed correspondence and reports, regulations and policy directives

## **ELIGIBILITY SPECIALIST III – 5**

### **Ability to – continued:**

- Perform a variety of mathematical computations accurately and rapidly
- Prepare clear, concise and accurate records and reports
- Explain complex rules and programs so they can be understood by people of diverse socio-economic, cultural and educational backgrounds
- Gather, record and correctly evaluate IRS tax filing data, income and additional necessary information required for the determination of eligibility for one or more programs
- Explain health insurance plan options and plan details available to clients through the Affordable Care Act
- Review a variety of tax documents to obtain needed household filing information
- Explain health care reform tax credit implications to clients
- Refer clients to other community services as needed
- Assess and manage difficult and hostile persons or situations; or call for intervention when appropriate
- Interact with people, in a courteous manner, both in person, on the telephone, by mail or email communication
- Work in a fast-paced, professional office environment and prioritize a wide range of duties with varying time requirements to ensure timely completion
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax
- Establish and maintain cooperative working relationships with the public and staff
- Follow written and oral directions and instructions

### **Training and Experience**

Qualifications needed for this position:

One (1) year full time experience in an Eligibility Specialist II classification in an Interagency Merit System (IMS) County;

OR

Three (3) years of full time experience determining eligibility for public assistance programs in a public human services agency.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

## **ELIGIBILITY SPECIALIST III – 6**

### Special Requirements – continued:

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **ELIGIBILITY SUPERVISOR**

### **DEFINITION**

The Eligibility Supervisor is the first-line supervisory classification in the Eligibility Specialist series. The main function of this level is to provide supervisory, administrative and technical support to an eligibility work unit engaged in determining initial and continuing eligibility for multiple public assistance programs. Incumbents are responsible for planning and scheduling work assignments and ensuring adequate coverage and equitable caseloads/workload among staff members; identifying staff training needs; and conducting performance evaluations and recommending disciplinary measures. Incumbents analyze cases to ensure accuracy of decisions and timeliness of processing. Eligibility Supervisors assist with difficult program cases and make final processing decisions in relation to such cases. Incumbents assist in program development and management and perform related work as required. Most working supervisors also spend a substantial portion of their time performing the most difficult and complex work of the section or unit; and perform other specialized assignments.

### **DISTINGUISHING CHARACTERISTIC**

Incumbents in the Eligibility Supervisor classification generally receive direct supervision from a Program Manager or other designated manager. Eligibility Supervisors provide direct supervision to a unit of Eligibility Specialists. Supervision may also include incumbents in other classes (e.g., Office Assistant, Integrated Case Worker, or a similar class).

### **REPORTS TO**

Social Services Program Manager or Assistant Director / Program Manager

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

Eligibility Specialist I, II & III

## **ELIGIBILITY SUPERVISOR – 2**

### **EXAMPLES OF DUTIES**

- Plans, assigns, supervises and reviews the work of a unit of employees determining eligibility of applicants and recipients for public assistance programs
- Selects, trains, evaluates and disciplines subordinate staff
- Provides direction to staff on implementation of policy and procedures
- Holds individual and group conferences to discuss or interpret rules, regulations and policies
- Confers with workers regarding discrepancies in the system
- Determines need for training and oversight and provides appropriate training and direction
- Reviews and interprets information provided on a variety of forms both by the client and third parties to assist with eligibility determination
- Evaluates clients for and answers questions on Advanced Payment Tax Credits (APTC) related to health care reform
- Explains a variety of plan options, costs and individual plan features through Covered California
- Troubleshoots task and/or case issues to determine appropriate resolution of problems, involving Help Desk as needed, or may perform Help Desk functions
- Communicates both orally and in writing with clients and others related to the initial and ongoing eligibility determination while maintaining confidentiality
- Responds to questions and complaints of clients in person, by telephone, mail and/or email communication
- Identifies suspected fraud and makes referrals for investigation
- Represents the department at meetings, attends conferences and participates in studies, system testing and design and research projects as assigned
- Interviews complainants and addresses performance and personnel problems
- Participates in special projects, studies, work assignments and committees
- Receives and prepares correspondence and required reports relating to unit activity and other matters
- Performs related duties as assigned
- Answers inquiries from the public or other agencies regarding available programs and services.
- Handles complaints from citizens or other agencies concerning alleged actions of subordinate staff.
- Prepares written procedures and desk manuals to assist subordinates in performing job duties.
- Evaluates eligibility case records and makes home visits in the absence of subordinate staff.
- Conducts surveys regarding Department work and compiles results into written reports.
- Conducts corrective action reviews for programs prepares Fair Hearing position statements.
- May represent County position at Fair Hearing; may serve as AFDC Coordinator.
- Maintains records and prepares reports.

## **ELIGIBILITY SUPERVISOR – 3**

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

### **Knowledge Of**

- General goals and purpose of public social services programs
- Laws, rules, regulations, policies and procedures governing eligibility for diverse public assistance programs and related case administrative techniques
- Methods and techniques of conducting an investigative interview and information gathering
- Resources available to obtain and verify information concerning eligibility
- Supervisory and staff development techniques and practices, including progressive discipline and labor relations
- Computer terminology and computer keyboard arrangement
- Modern office practices, methods and procedures
- Record keeping practices and procedures
- Principles of mathematical calculations
- Intricacies of health insurance plans and medical health plan options and associated terminology
- Regulations and rules regarding household filing status related to the Affordable Care Act
- Cultural and human behavior, including knowledge of self, to interact effectively with clients and staff
- Principles and practices of effective customer service
- Structure and content of the English language including the meaning and spelling of words, rules of composition and grammar
- Modern equipment and communication tools used for business functions and program, project and task coordination
- Computers and software programs (e.g.. Microsoft software applications) to conduct research, assess information and/or prepare documentation
- Plumas County policies and procedures regarding personnel and disciplinary matters.
- Principles of supervision and training.

### **Ability To**

- Exercise sound judgment when organizing, directing and prioritizing unit activities
- Select, train, supervise, evaluate and discipline subordinate staff

## **ELIGIBILITY SUPERVISOR – 4**

### **Ability To – Continued:**

- Evaluate and make appropriate recommendations and corrections on selected cases
- Determine appropriate course of action in emergency situations
- Make referrals to appropriate agencies and social service programs
- Detect and evaluate potential fraudulent situations
- Apply the policies, procedures and programs of the County Social Services Department
- Apply the laws, rules and regulations governing eligibility and grant determination for multiple public assistance programs and the case administration of these programs
- Identify available resources, and communicate with others to obtain and verify information concerning eligibility
- Use fact-finding techniques and perform in-depth and interactive interviewing
- Analyze and interpret written numerical and verbal data from various sources
- Utilize multiple electronic information social services systems and analyze and interpret such information
- Enter data accurately into a computerized system
- Navigate through computer screens and effectively use computer systems, software applications and modern business equipment to perform a variety of work tasks
- Identify when computer output is incorrect and make corrections
- Plan and organize workload to ensure staff's work is completed in accordance with regulations relating to eligibility and timeliness
- Function effectively in a system with strict deadlines and constant changes
- Read, understand, apply and explain complicated and detailed correspondence and reports, regulations and policy directives
- Perform a variety of mathematical computations accurately and rapidly
- Prepare clear, concise and accurate records and reports
- Explain complex rules and programs so they can be understood by people of diverse socio-economic, cultural and educational backgrounds
- Gather, record and correctly evaluate IRS tax filing data, income and additional necessary information required for the determination of eligibility for one or more programs
- Explain health insurance plan options and plan details available to clients through the Affordable Care Act
- Review a variety of tax documents to obtain needed household filing information
- Explain health care reform tax credit implications to clients
- Refer clients to other community services as needed
- Assess and manage difficult and hostile persons or situations; or call for intervention when appropriate
- Interact with people, in a courteous manner, both in person, on the telephone, by mail or email communication
- Work in a fast-paced, professional office environment and prioritize a wide range of duties with varying time requirements to ensure timely completion



## **ELIGIBILITY SUPERVISOR – 5**

### **Ability To – Continued:**

- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax
- Establish and maintain cooperative working relationships with the public and staff
- Follow written and oral directions and instructions

### **Training and Experience**

Qualifications need for this position:

One (1) year full time experience in an Eligibility Specialist III, Integrated Case Worker III, or Employment and Training Worker III classification in an Interagency Merit System (IMS) County;

OR

Four (4) years of full time experience determining eligibility for public assistance programs or providing employment services in a public human services agency.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

# Exhibit D

Social Services Job Classification Wage Survey

Office and Employment & Training Worker Series

Feb-17		10 County Comparable Salary Survey																
		Office Supervisor			Off Asst I		Off Asst II		Off Asst III		Emply & Trng Sup		E & T W I		E & T W II		E & T W III	
Amador		\$ 20.82	\$ 13.65	\$ 14.99							\$ 25.99	\$ 19.32	\$ 21.24	\$ 23.36				
Calaveras		\$ 18.83	\$ 13.10	\$ 14.30	\$ 18.48	\$ 25.99	\$ 19.53	\$ 21.49	\$ 23.63									
Colusa		\$ 15.03	\$ 10.65	\$ 11.75	\$ 12.96		\$ 14.73	\$ 16.28	\$ 17.98									
Del Norte																		
Glenn		\$ 18.47	\$ 10.37	\$ 11.36	\$ 12.65		\$ 15.12	\$ 16.64	\$ 18.38									
Inyo		\$ 21.43	\$ 17.81	\$ 19.55	\$ -													
Lassen		\$ 20.06	\$ 12.24	\$ 13.37														
San Benito		\$ 18.05	\$ 12.22	\$ 13.47	\$ 14.85	\$ 25.41	\$ 17.19	\$ 18.95	\$ 20.90									
Tehama		\$ 16.47	\$ 10.53	\$ 11.67	\$ 12.87	\$ 23.02	\$ 15.53	\$ 17.13	\$ 18.91									
Tuolumne		\$ 20.67	\$ 11.08	\$ 12.24	\$ -													
		\$ 169.83	\$ 111.65	\$ 122.70	\$ 71.81	\$ 100.41	\$ 101.42	\$ 111.73	\$ 123.16									
Average		\$ 18.87	\$ 12.40	\$ 13.63	\$ 14.36	\$ 25.10	\$ 16.90	\$ 18.62	\$ 20.52									
Plumas		\$ 16.15	\$ 10.20	\$ 10.65	\$ 12.04	\$ 21.77	\$ 15.75	\$ 17.03	\$ 18.79									
Proposed		\$ 18.00	\$ 13.00	\$ 13.65	\$ 14.33	\$ 25.10	\$ 16.90	\$ 18.62	\$ 20.52									

**EMPLOYMENT AND TRAINING WORKER I****DEFINITION**

Provides employability services to eligible applicants of local social service agencies; applies program regulations and procedures; assesses employment potential and barriers that interfere with securing employment; identifies needs for social and health services and makes referrals; collaborates with partner agencies and employers; uses an automated system to maintain and monitor participants' records and generate reports; may determine the eligibility of applicants and recipients for public assistance programs through interactive interviewing and fact gathering; and performs related work as required.

**DISTINGUISHING CHARACTERISTICS**

Working under close supervision, Employment & Training Worker I is the entry/trainee level in the Employment & Training Worker series. Employees in this class receive in-service training in the performance of routine duties related to the provision of employment services. Incumbents at the Employment and Training Worker I level are responsible for interviewing and evaluating the employability of eligible applicants and recipients to assist them with achieving self-sufficient employment. They assist with career guidance and planning in one or more employment assistance programs. Incumbents are expected to learn Department procedures and the more advanced employment training service methods and techniques.

As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Employees are expected to promote to Employment & Training Worker II after one year of satisfactory performance at the trainee level.

**REPORTS TO**

Employment and Training Worker Supervisor

**CLASSIFICATIONS DIRECTLY SUPERVISED**

None

## **EMPLOYMENT AND TRAINING WORKER I - 2**

### **EXAMPLES OF DUTIES**

- Utilizing Motivational Interviewing techniques, interviews and evaluates eligible program participants' employability to assist participants in achieving self-sufficient employment.
- Administers and interprets vocational measurement tests.
- Assesses clients' employment and education history; identifies employment related skills, abilities and barriers; develops goals and plans to improve skills and abilities and overcome barriers; provides career guidance and employment and training counseling; provides labor market information related to local employment possibilities; and as appropriate, refers clients to employment related educational and training opportunities.
- Refers clients to other staff members or to community resources for direct and intensive services and specialized counseling as necessary; advocates on clients behalf for most appropriate services including enabling services.
- Assists applicants and recipients in utilizing available resources.
- Makes home visits in connection with casework assignments.
- Provides community outreach for various agency programs.
- Conducts orientation workshops and one-on-one training for new and returning program participants.
- Reads, comprehends and applies complex regulations, rules, policies and procedures including the federal Work Participation Rate.
- Participates in development and implementation of program strategies to increase the federal Work Participation Rate.
- Explains relevant program regulations, rules, and policies to clients and the general public.
- Presents information on available programs to community organizations, the general public, and employers during job fairs, community partner presentations, and one-on-one.
- Conducts ongoing research to identify labor market information and employment and training opportunities for program participants; and establishes and maintains contacts with regional employers and training providers.
- Completes and processes disbursement of funds, documents for clients' authorized supportive services, i.e., childcare and transportation.
- Places clients into appropriate paid and/or non-paid work training assignments and monitors performance and progress.
- Completes and processes documents, correspondence, and reports for authorized supportive services, manually or using an automated system.
- Operates a personal computer, including software programs and an automated system, to enter and retrieve data, manage individual client cases and overall caseload, compile statistical reports, and perform other assigned duties.
- Maintains regular contact with clients to monitor each client's completion of tasks and progress toward attaining goals that will lead to securing employment, and compliance with program requirements.
- Documents evidence of individual clients' compliance or non-compliance with program rules and regulations, and follows procedures related to the imposition of sanctions.
- Performs a variety of clerical duties related to organizing, prioritizing and scheduling assignments; meeting deadlines; completing forms, reports and other documents; maintaining automated and manual files and logs; managing client cases; and fulfilling other responsibilities as required.

## **EMPLOYMENT AND TRAINING WORKER I - 3**

- Establishes and maintains cooperative, effective working relationships with program participants; department employees; regional employers, educational facilities, trainers and all others who are program stakeholders and supporters.
- May assess family situation to determine if Family Stabilization services are appropriate.
- May develop Family Stabilization service plan with family and service providers.
- Performs related duties as assigned.
- Position also responsible for determining the eligibility for public assistance programs perform the following additional duties:
  - Analyzes financial information and eligibility information to determine initial or continuing eligibility for multiple aid programs.
  - Enters and retrieves numerical and narrative data and issues benefits from an automated computer system.
  - Assists clients in accessing community services.
  - Organizes caseload so that necessary case records and documents are processed and updated within specific time limits established by regulation and local policy.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- General goals and purpose of employment preparation and training programs, and public social services programs.
- Effective and appropriate career, vocational, and employment counseling techniques.
- Occupational fields and regional labor market trends for private and public sector employers.
- Services provided within the department or agency that program participants may require and the procedure for referring participants for those services.
- Local and regional socio-economic conditions.
- Characteristics, customs and unique needs of local ethnic/cultural populations.
- Basic principles of individual and family behaviors that impact and/or contribute to family stability and self-sufficiency.
- Basic principles involved in the growth and development of personality and in-group processes.
- Department and community resources available to program participants.
- Computer terminology and computer keyboard arrangement.

## EMPLOYMENT AND TRAINING WORKER I – 4

### Ability to:

- Apply techniques and methods for conducting successful employment-related interviews, record keeping and standard office procedures.
- Elicit factual information from prospective and current program participants who may exhibit behavior indicative of those experiencing deprivation and/or emotional difficulties.
- Interpret financial information and make basic arithmetical computations.
- Accurately gather, record and evaluate data necessary for the implementation of appropriate employment preparation and training programs.
- Prepare reports, forms, plans and agreements required by program rules, regulations, policies and procedures
- Establish effective engagement with clients; use fact-finding techniques and perform in-depth and interactive interviewing.
- Listen to clients and develop professional rapport in order to determine the underlying barriers to employment.
- Obtain facts and recognize the relevance and significance; analyze situations and adopt effective courses of action.
- Plan and organize caseload to ensure that deadlines and regulations regarding time limits are met.
- Read, understand, apply and explain complicated and detailed correspondence and reports, regulations and policy directives.
- Determine appropriate course of action in emergency situations.
- Enter information accurately into a computerized system, and navigate effectively through automated multi-screen client record system.
- Identify client problems that require referral to other social or community resources.
- Speak and write in a clear and concise manner, using correct English.
- Read, comprehend, apply, and follow complex rules, regulations, policies, procedures and other written instructions, including the policies, procedures, and programs of the Social Services Department.
- Prepare standard reports, forms, plans and agreements required by program rules, regulations, policies and procedures.
- Use tact and diplomacy when communicating with all persons, including those with different socioeconomic and cultural backgrounds.
- Identify and assess program participants' employment barriers and develop individual participant plans for securing employment.
- Monitor individual participants' compliance with program regulations and when appropriate, implement required sanctions.
- Regularly evaluate individual participants' progress toward meeting established goals for securing employment; use appropriate methods to motivate and encourage participants and when necessary, to counsel participants who have not met goals or expectations.
- Coach individual participants in how to prepare for a job interview and meet future employers' job performance expectations.
- Present training workshops to groups of program participants.
- Establish, maintain, and manage complex records.
- Establish and maintain cooperative working relationships with co-workers, supervisory and managerial staff; area employers who are willing to employ program participants; community

## EMPLOYMENT AND TRAINING WORKER I – 5

### **Ability To – continued:**

based services providers of child care, transportation and other services where program participants are required to attain employment goals; and all others with whom contact is made during the normal course of business.

- Operate office equipment such as a personal computer, (including automated systems, databases, word processing, spreadsheets, and electronic communications programs), calculator and photocopier.

### **Training and Experience:**

Qualifications required for this position:

One (1) year of full-time experience as an Eligibility Worker II or Social Worker I;

OR

Six (6) months of full-time experience as an Eligibility Worker II; and completion of 15 semester (22.5 quarter) college units in career planning, vocational guidance principles, personality development, occupational testing and measurement, or counseling preparation.

OR

Eighteen months of full-time experience providing case management, vocational guidance, employment counseling or employment placement services; and completion of 15 semester (22.5 quarter) college units in career planning, vocational guidance principles, personality development, occupational testing or counseling preparation.

OR

Two (2) years of full-time experience providing case management, vocational guidance, employment counseling or placement services;

OR

Graduation from an accredited four (4) year college or university.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.



## **EMPLOYMENT AND TRAINING WORKER II**

### **DEFINITION**

Provides employability services to eligible applicants of local social service agencies; applies program regulations and procedures; assesses employment potential and barriers that interfere with securing employment; identifies needs for social and health services and makes referrals; collaborates with partner agencies and employers; uses an automated system to maintain and monitor participants' records and generate reports; may determine the eligibility of applicants and recipients for public assistance programs through interactive interviewing and fact gathering; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

Working under general supervision, Employment & Training Worker II is the journey level in the Employment & Training Worker series. Employees at this level are expected to be fully qualified and able to perform a wide range of employability services including initiating independent contact and collaborating with employers and other service providers. Incumbents interview and evaluate the employability of eligible applicants and recipients to assist them in achieving self-sufficient employment. They provide consultation, guidance, and career planning in one or more employment assistance programs. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Employment & Training Worker I, or if filled from the outside, require prior related experience.

### **REPORTS TO**

Employment and Training Worker Supervisor

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None

## **EMPLOYMENT AND TRAINING WORKER II - 2**

### **EXAMPLES OF DUTIES**

- Utilizing Motivational Interviewing techniques, interviews and evaluates eligible program participants' employability to assist participants in achieving self-sufficient employment.
- Administers and interprets vocational measurement tests.
- Assesses clients' employment and education history; identifies employment related skills, abilities and barriers; develops goals and plans to improve skills and abilities and overcome barriers; provides career guidance and employment and training counseling; provides labor market information related to local employment possibilities; and as appropriate, refers clients to employment related educational and training opportunities.
- Refers clients to other staff members or to community resources for direct and intensive services and specialized counseling as necessary; advocates on clients behalf for most appropriate services including enabling services.
- Assists applicants and recipients in utilizing available resources.
- Makes home visits in connection with casework assignments.
- Provides community outreach for various agency programs.
- Conducts orientation workshops and one-on-one training for new and returning program participants.
- Reads, comprehends and applies complex regulations, rules, policies and procedures including the federal Work Participation Rate.
- Participates in development and implementation of program strategies to increase the federal Work Participation Rate.
- Explains relevant program regulations, rules, and policies to clients and the general public.
- Presents information on available programs to community organizations, the general public, and employers during job fairs, community partner presentations, and one-on-one.
- Conducts ongoing research to identify labor market information and employment and training opportunities for program participants; and establishes and maintains contacts with regional employers and training providers.
- Completes and processes disbursement of funds, documents for clients' authorized supportive services, i.e., childcare and transportation.
- Places clients into appropriate paid and/or non-paid work training assignments and monitors performance and progress.
- Completes and processes documents, correspondence, and reports for authorized supportive services, manually or using an automated system.
- Operates a personal computer, including software programs and an automated system, to enter and retrieve data, manage individual client cases and overall caseload, compile statistical reports, and perform other assigned duties.
- Maintains regular contact with clients to monitor each client's completion of tasks and progress toward attaining goals that will lead to securing employment, and compliance with program requirements.
- Documents evidence of individual clients' compliance or non-compliance with program rules and regulations, and follows procedures related to the imposition of sanctions.
- Performs a variety of clerical duties related to organizing, prioritizing and scheduling assignments; meeting deadlines; completing forms, reports and other documents; maintaining automated and manual files and logs; managing client cases; and fulfilling other responsibilities as required.

## **EMPLOYMENT AND TRAINING WORKER II - 3**

- Establishes and maintains cooperative, effective working relationships with program participants; department employees; regional employers, educational facilities, trainers and all others who are program stakeholders and supporters.
- May assess family situation to determine if Family Stabilization services are appropriate.
- May develop Family Stabilization service plan with family and service providers.
- Performs related duties as assigned.
- Position also responsible for determining the eligibility for public assistance programs perform the following additional duties:
  - Analyzes financial information and eligibility information to determine initial or continuing eligibility for multiple aid programs.
  - Enters and retrieves numerical and narrative data and issues benefits from an automated computer system.
  - Assists clients in accessing community services.
  - Organizes caseload so that necessary case records and documents are processed and updated within specific time limits established by regulation and local policy.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- General goals and purpose of employment preparation and training programs, and public social services programs.
- Effective and appropriate career, vocational, and employment counseling techniques.
- Occupational fields and regional labor market trends for private and public sector employers.
- Services provided within the department or agency that program participants may require and the procedure for referring participants for those services.
- Local and regional socio-economic conditions.
- Characteristics, customs and unique needs of local ethnic/cultural populations.
- Basic principles of individual and family behaviors that impact and/or contribute to family stability and self-sufficiency.
- Basic principles involved in the growth and development of personality and in-group processes.
- Department and community resources available to program participants.
- Computer terminology and computer keyboard arrangement.

## EMPLOYMENT AND TRAINING WORKER II – 4

### Ability to:

- Apply techniques and methods for conducting successful employment-related interviews, record keeping and standard office procedures.
- Elicit factual information from prospective and current program participants who may exhibit behavior indicative of those experiencing deprivation and/or emotional difficulties.
- Interpret financial information and make basic arithmetical computations.
- Accurately gather, record and evaluate data necessary for the implementation of appropriate employment preparation and training programs.
- Prepare reports, forms, plans and agreements required by program rules, regulations, policies and procedures
- Establish effective engagement with clients; use fact-finding techniques and perform in-depth and interactive interviewing.
- Listen to clients and develop professional rapport in order to determine the underlying barriers to employment.
- Obtain facts and recognize the relevance and significance; analyze situations and adopt effective courses of action.
- Plan and organize caseload to ensure that deadlines and regulations regarding time limits are met.
- Read, understand, apply and explain complicated and detailed correspondence and reports, regulations and policy directives.
- Determine appropriate course of action in emergency situations.
- Enter information accurately into a computerized system, and navigate effectively through automated multi-screen client record system.
- Identify client problems that require referral to other social or community resources.
- Speak and write in a clear and concise manner, using correct English.
- Read, comprehend, apply, and follow complex rules, regulations, policies, procedures and other written instructions, including the policies, procedures, and programs of the Social Services Department.
- Prepare standard reports, forms, plans and agreements required by program rules, regulations, policies and procedures.
- Use tact and diplomacy when communicating with all persons, including those with different socioeconomic and cultural backgrounds.
- Identify and assess program participants' employment barriers and develop individual participant plans for securing employment.
- Monitor individual participants' compliance with program regulations and when appropriate, implement required sanctions.
- Regularly evaluate individual participants' progress toward meeting established goals for securing employment; use appropriate methods to motivate and encourage participants and when necessary, to counsel participants who have not met goals or expectations.
- Coach individual participants in how to prepare for a job interview and meet future employers' job performance expectations.
- Present training workshops to groups of program participants.
- Establish, maintain, and manage complex records.
- Establish and maintain cooperative working relationships with co-workers, supervisory and managerial staff; area employers who are willing to employ program participants; community

## EMPLOYMENT AND TRAINING WORKER II – 5

### **Ability To – continued:**

based services providers of child care, transportation and other services where program participants are required to attain employment goals; and all others with whom contact is made during the normal course of business.

- Operate office equipment such as a personal computer, (including automated systems, databases, word processing, spreadsheets, and electronic communications programs), calculator and photocopier.

### **Training and Experience:**

Qualifications needed for this position:

One (1) year of full-time experience as an Employment & Training Worker I;  
OR

Thirty (30) months of full-time experience performing vocational guidance, employment counseling or placement services; and completion of 15 semester (22.5 quarter) college units in career planning, vocational guidance principles, personality development, occupational testing & measurement or counseling preparation;

OR

Three (3) years of full-time experience performing vocational guidance, employment counseling or placement services;

OR

Graduation from an accredited four year college or university; and one (1) year of full-time experience performing vocational guidance, employment counseling or placement services.

A bachelor's degree in behavioral science with emphasis in vocational guidance, employment counseling or career assessment or a closely related field may substitute for One (1) year of the required experience in performing vocational guidance, employment counseling and placement.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **EMPLOYMENT & TRAINING WORKER III**

### **DEFINITION**

Under limited supervision, the Employment & Training Worker III performs the most complex work and specialized assignments requiring an advanced level of technical knowledge in employability services and, depending on assignment, public assistance programs; may perform lead work and/or training to a unit of workers providing employability services and determining eligibility of applicants and recipients for public assistance programs; uses an automated system for caseload management; identifies client needs for social and health services and makes appropriate referrals; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

Employment & Training Worker III is the advanced journey level in this series. Incumbents in this series are expected to perform complex duties related to interviewing and evaluating the employability of eligible applicants and recipients, to assist them in achieving self-sufficient employment, and may serve as a lead worker in a unit of worker providing employability services.

Incumbents receive supervision from an Employment & Training Supervisor. An Employment and Training Worker III has no responsibility for supervising others, but may provide lead direction to other Employment and Training Workers.

### **REPORTS TO**

Employment & Training Worker Supervisor

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None.

## EMPLOYMENT AND TRAINING WORKER III – 2

### **EXAMPLES OF DUTIES**

- Assists in the development and implementation of procedures for employment and training and, depending on assignment, public assistance programs.
- Administers and interprets vocational measurement tests; assesses program participants' employment readiness.
- Identifies employment barriers and develops plan to assist client in overcoming barriers, including making referrals to other professional for assistance.
- Refers clients to other staff members or to community resources for direct and intensive services and specialized counseling as necessary; advocates on clients behalf for most appropriate services including enabling services.
- Assists applicants and recipients in utilizing available resources.
- Makes home visits in connection with casework assignments.
- Provides community outreach for various agency programs.
- Explains regulations, rules, and policies to clients to apprise them of their rights, responsibilities, and eligibility for participation and explains employment programs to clients and the general public.
- Assesses clients' employment and education history and develops plans for participants to achieve gainful employment and provides career guidance and counseling.
- Conducts interviews with a diverse population of clients to obtain and verify information.
- Conducts orientation workshops and one-on-one training for new and returning program participants.
- Presents information on available programs to community organizations, the general public, and employers during job fairs, community partner presentations, and one-on-one.
- Regularly contacts and monitors participants' progress in meeting established goals and compliance with program requirements.
- Within mandated timeframes, documents evidence of individual clients' non-compliance with program rules and regulations, and when appropriate, follows procedures for recommending imposition of sanctions for cause.
- Monitors training and work site arrangements.
- Serves as the Department's hearing representative when program participants dispute determinations concerning eligibility for program participation.
- Assists in the gathering of labor market information and shares this information with program participants.
- Develops and maintains client employment and training opportunities by maintaining positive liaisons with area employers and entities that provide job-related training.
- Completes and processes documents, correspondence, and reports for authorized supportive services, manually or using an automated system.
- Enters and retrieves data and performs caseload management activities on an automated computer system; performs case reviews as assigned.
- May assess family situation to determine if Family Stabilization services are appropriate.
- May develop Family Stabilization service plan with family and service providers.
- May provide training and/or lead direction to staff.

## EMPLOYMENT AND TRAINING WORKER III – 3

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed primarily in an office environment, and may require occasional travel within a designated service area. Work includes continuous contact with staff and the public. Work may involve stressful situations and include dealing with erratic and sometimes threatening behavior.

### **Knowledge of:**

- Laws, rules, regulations and goals of publicly funded employment and training programs.
- Theory and methodology in career planning, vocational guidance programs, and employment counseling, including practical and realistic methods for assisting program participants become gainfully employed.
- Basic principles of individual and group behavior.
- Principles of training and staff development.
- Hiring trends and practices of private and public sector employers in the local labor market.
- Community-based job training programs and other resources available to low income job seekers.
- Department and community resources available to clients.
- Computer terminology and computer keyboard arrangement.
- Positions also responsible for determining the eligibility for public assistance programs require the following additional knowledge:
  - Laws, rules, regulations and goals of multiple public assistance programs.
  - Resources available to obtain and verify information concerning eligibility.

### **Ability to:**

- Elicit factual information from prospective and current program participants, some of whom may exhibit behavior or symptoms indicative of persons experiencing deprivation and/or emotional difficulties.
- Interpret financial information and make basic arithmetical computations.
- Evaluate and, when appropriate, recommend changes and/or corrections to program participant cases.
- Establish effective engagement with clients; use fact-finding techniques and perform in-depth and interactive interviewing.
- Listen to clients and develop professional rapport in order to determine the underlying barriers to employment.



## EMPLOYMENT AND TRAINING WORKER III – 4

### **Ability to – continued:**

- Obtain facts and recognize the relevance and significance; analyze situations and adopt effective courses of action.
- Monitor program participants' compliance with program regulations and requirements, and monitor progress toward becoming gainfully employed.
- Prepare reports, correspondence, forms, plans, and agreements.
- Accurately enter data into an automated computer system and navigate through multiple-screen records.
- Identify problems requiring referral to other sources.
- Speak and write effectively.
- Read, understand and follow complex rules, regulations, policies, and memos.
- Communicate with others from diverse socioeconomic and cultural backgrounds.
- Identify and evaluate needs and barriers to employment, and complete employability plans.
- Interpret financial information and make basic arithmetical computations.
- Competently gather and accurately record and evaluate program related data.
- Train individuals and groups.
- Prepare and make presentations to a variety of audiences.
- Manage automated and manual client and program records.
- Establish and maintain cooperative working relationships with employers, outside providers, agency staff, and the general public.
- Use a personal computer (databases, word processing, spreadsheets, and electronic communications) and automated systems effectively, and operate other modern office equipment such as a copier, telephone system and calculator.
- Lead, direct, and train other employment services and eligibility staff and outside service providers.

### **TRAINING AND EXPERIENCE**

Qualifications needed for this position:

One (1) year of full-time experience as an Employment & Training Worker II,  
OR

Six (6) months of full-time experience comparable to Employment & Training Worker II and completion of 15 semester or 22 quarter college units in career planning, vocational guidance principles, personality development, occupational testing & measurement, or counseling preparation.  
OR

Eighteen (18) months of experience performing duties comparable to Employment & Training Worker II, Eligibility Worker III, or Social Worker II.

## EMPLOYMENT AND TRAINING WORKER III – 5

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **EMPLOYMENT AND TRAINING WORKER SUPERVISOR**

### **DEFINITION**

Under general direction, the Employment & Training Worker Supervisor plans, organizes and supervises work of a unit of employees engaged in the performance of employability evaluation and provision of other employment services to eligible applicants and clients of local social service agencies and who may be responsible for determining eligibility of applicants and recipients for public assistance program; may use an automated system for caseload monitoring activities; and performs related work as required. Employment & Training Worker Supervisor is the supervisory level in the Employment & Training Worker class series.

### **DISTINGUISHING CHARACTERISTICS**

This is the first level supervisory class in the Employment and Training Worker series. Incumbents may also perform the most complex and specialized duties relating to various aspects of employment training and evaluation services. Employment & Training Worker Supervisor supervises staff whose primary focus is in providing the full scope of employability services to eligible applicants.

### **REPORTS TO**

Social Services Program Manager or Assistant Director / Program Manager

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

Employment and Training Worker I, II, III and office support staff.

## **EMPLOYMENT AND TRAINING WORKER SUPERVISOR - 2**

### **EXAMPLES OF DUTIES**

- Plans, assigns, and supervises a unit of employees who provide employment and training services to eligible clients and who may determine eligibility for public assistance programs.
- Selects, trains, directs, evaluates, and disciplines subordinate staff, and addresses performance and personnel problems by presenting constructive plans for resolving performance deficiencies and resolving personnel problems.
- Meets with employees on a group and individual basis to discuss or interpret departmental rules, regulations and policies, and to confer with staff on the difficult eligibility and employment and training issues.
- Reviews cases for accuracy, compliance, and timeliness, and to ensure the quality of client services.
- Serves as a technical expert and resource on the most complex casework problems.
- Collaborates with other supervisors, management, and staff in setting goals, establishing guidelines, and coordinating the activities of professional and technical staff.
- Collaborates with staff and representatives from other divisions, agencies, and the community.
- Provides resources and tools to enhance employee performance and training.
- Evaluates and purchases standardized vocational and psychological assessment inventories.
- Administers and interprets vocational measurement tests.
- Represents the department at meetings and conferences.
- Participates in special studies or research projects as assigned.
- Interviews complainants and makes cause determinations for program participants who are not in compliance.
- Receives and prepares written correspondence, reports and other documents related to unit activity and mandated federal and state reports.
- Supervises staff responsible for assuring continuing public assistance benefit eligibility and coordinating the provision of support services for employment program participants.
- Uses a personal computer and automated systems.
- Attends supervisory meetings and training as assigned.
- Performs other duties as assigned.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

## **EMPLOYMENT AND TRAINING WORKER SUPERVISOR - 3**

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Laws, rules, and regulations governing employment preparation and training and multiple public assistance programs.
- Policies, procedures, programs, and goals of public social services agencies.
- Principles of supervision, training, and instructional methods and techniques.
- Leadership techniques.
- Department and community resources available to clients.
- Principles of employment services and other public social services.
- Requirements of Department Civil Rights programs and hearings.
- Computer terminology and computer keyboard arrangement.
- Career, vocational and employment counseling techniques.
- Hiring trends and practices of private and public sector employers.
- Techniques and procedures used in career planning and vocational guidance programs.

#### **Ability to:**

- Exercise sound judgment when organizing, directing, prioritizing and assigning unit activities.
- Select, train, supervise, evaluate and discipline subordinate staff.
- Speak and write effectively and use correct English.
- Make referrals to appropriate agencies and social service programs.
- Determine appropriate course of action in day-to-day and emergency situations.
- Access and retrieve data from an automated computer system.
- Interpret and explain regulations and policy directives.
- Prepare clear, concise, and accurate records and reports.
- Establish and maintain cooperative working relationships with fellow employees and the general public.
- Work effectively with other community agencies, state, local government agencies, private and public organizations.
- Use available resources effectively to determine applicants' and program participants' employment potential and barriers.
- Communicate with others from diverse socio-economic and cultural backgrounds.
- Elicit factual information from applicants and recipients in difficult circumstances of deprivation or emotional disturbance.
- Conduct individual and group training.
- Effectively represent employment and training programs in contacts with service providers, the public, community organizations, and other governments' agencies.
- Establish and maintain cooperative working relationships.

## **EMPLOYMENT AND TRAINING WORKER SUPERVISOR - 4**

### **Training and Experience:**

Qualifications needed for this position:

Two (2) years of full-time experience as an Eligibility Supervisor or Social Worker Supervisor I;

OR

One (1) year of full-time experience as an Employment & Training Worker III AND successful completion of 15 semester (22.5 quarter) college units in career planning, vocational guidance principles, personality development, occupational testing and measurement, or counseling preparation;

OR

Eighteen (18) months of fulltime experience as an Employment & Training Worker III;

OR

Thirty (30) months of full-time experience as an Employment & Training Worker II AND successful completion of 15 semester (22.5 quarter) college units in career planning, vocational guidance principles, personality development, occupational testing and measurement, or counseling preparation;

OR

Three years of full-time experience as an Employment & Training Worker II.

OR

Three years of full-time professional casework experience performing publicly funded vocational guidance services, employment counseling or placement services, including one year of lead or supervisory experience or training in a social services program AND completion of 15 semester (22.5 quarter) college units in career planning, vocational guidance principles, personality development, occupational testing and measurement, or counseling preparation.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required. Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

# Exhibit E

Social Services Job Classification Wage Survey

Office and Employment & Training Worker Series

Feb-17		10 County Comparable Salary Survey																
		Office Supervisor			Off Asst I		Off Asst II		Off Asst III		Emply & Trng Sup		E & T W I		E & T W II		E & T W III	
Amador		\$ 20.82	\$ 13.65	\$ 14.99							\$ 25.99	\$ 19.32	\$ 21.24	\$ 23.36				
Calaveras		\$ 18.83	\$ 13.10	\$ 14.30	\$ 18.48						\$ 25.99	\$ 19.53	\$ 21.49	\$ 23.63				
Colusa		\$ 15.03	\$ 10.65	\$ 11.75	\$ 12.96							\$ 14.73	\$ 16.28	\$ 17.98				
Del Norte																		
Glenn		\$ 18.47	\$ 10.37	\$ 11.36	\$ 12.65							\$ 15.12	\$ 16.64	\$ 18.38				
Inyo		\$ 21.43	\$ 17.81	\$ 19.55	\$ -													
Lassen		\$ 20.06	\$ 12.24	\$ 13.37														
San Benito		\$ 18.05	\$ 12.22	\$ 13.47	\$ 14.85						\$ 25.41	\$ 17.19	\$ 18.95	\$ 20.90				
Tehama		\$ 16.47	\$ 10.53	\$ 11.67	\$ 12.87						\$ 23.02	\$ 15.53	\$ 17.13	\$ 18.91				
Tuolumne		\$ 20.67	\$ 11.08	\$ 12.24	\$ -													
		\$ 169.83	\$ 111.65	\$ 122.70	\$ 71.81						\$ 100.41	\$ 101.42	\$ 111.73	\$ 123.16				
Average		\$ 18.87	\$ 12.40	\$ 13.63	\$ 14.36						\$ 25.10	\$ 16.90	\$ 18.62	\$ 20.52				
Plumas		\$ 16.15	\$ 10.20	\$ 10.65	\$ 12.04						\$ 21.77	\$ 15.75	\$ 17.03	\$ 18.79				
Proposed		\$ 18.00	\$ 13.00	\$ 13.65	\$ 14.33						\$ 25.10	\$ 16.90	\$ 18.62	\$ 20.52				



## OFFICE ASSISTANT I

### **DEFINITION**

Performs a variety of general or specialized clerical duties related to filing, reception, form processing, record maintenance, mail, typing or data entry; obtains and compares information related to department records, programs, and services; may perform the initial applicant screening as an incidental function and initiate cases through the department's automated system; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

Working under close supervision, Office Assistant I is the entry/trainee level in the Office Assistant series. Employees in this class receive in-service training and are given detailed instructions in the performance of routine clerical duties related to filing, reception, form processing, record maintenance, mail, and typing or data entry and performs tasks that are more structured and repetitive than those assigned to level II.

As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Unless a position is permanently allocated to level I due to the nature of the work, employees are expected to promote to the Office Assistant II level after one year of satisfactory performance at the trainee level.

### **REPORTS TO**

A wide variety of County supervisory or management positions, depending upon the Department or program area of assignment

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None

## **OFFICE ASSISTANT I - 2**

### **EXAMPLES OF DUTIES**

- Serves as an office receptionist greeting office visitors and answering the telephone, providing information and referring calls and visitors to others.
- Takes and transmits messages.
- Addresses complaints and explains regulations to customers or the public using tact and diplomacy.
- Responds to inquiries regarding departmental functions, services, policies, and procedures.
- Obtains information from customers, visitors, or callers to determine appropriate resource, action, document, or staff referral to meet their needs.
- Explains the proper use of forms and documents.
- Prepares items for mailing and sorts and distributes incoming mail according to established guidelines and procedures.
- Operates multiline telephone system including answering calls, transferring calls, and taking messages.
- Schedules customer appointments and maintains schedules for technical or professional staff.
- Composes correspondence, reports, memos, and other documents.
- Reviews and processes forms/documents in accordance with established guidelines and procedures.
- Monitors and updates manual or electronic files.
- Operates a variety of standard office equipment.
- Compiles information to respond to questions or address issues.
- Reviews submitted forms or applications to verify accuracy and completeness.
- Operates automated systems, or other department-specific computer systems.
- May assist with basic financial recordkeeping.
- Maintains accurate department and customer records.
- Performs initial screening of applications for departmental services.
- Receives, sorts, and distributes mail.
- Maintains inventories of informational material.
- Assists with maintaining work time, invoice, work order information, and a variety of office files and records.
- Performs a variety of office assistant assignments.
- Performs related duties as assigned.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment; contact with staff and the public.

## OFFICE ASSISTANT I - 3

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- General office functions, procedures, equipment, and filing systems.
- General goals and purposes of department programs, services, and operations.
- English grammar, spelling, and punctuation.
- Word processing, spreadsheet, database, email, calendaring programs, and automated systems.
- Basic mathematics.

#### **Ability to:**

- Explain policies, procedures, and regulations governing program operations.
- Learn and apply the policies and procedures of the office where assigned.
- Analyze situations involving rules and regulations and demonstrate good judgment when making decisions.
- Quickly and accurately enter and retrieve data using an automated system.
- Communicate effectively orally and in writing.
- Interact with individuals from various educational, socioeconomic, and ethnic backgrounds
- Work cooperatively as part of a team.
- Identify and correct inaccurate or inconsistent information.
- Listen attentively and understand oral information provided.
- Prioritize, plan, and organize one's own work.
- Maintain professional relations at all times and maintain good public relationships
- Accurately type 45 words per minute.

#### **Training and Experience:**

Qualifications needed for this position:

Experience and/or training in an office setting, paid or unpaid, related to filing, reception, processing mail, typing, data entry, answering telephones, assisting the public or other office support duties.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **OFFICE ASSISTANT II**

### **DEFINITION**

Under general Supervision, performs a variety of general or specialized office assistant duties related to filing, reception, form processing, record maintenance, mail, typing or data entry; obtains and compares information related to department records, programs, and services; may perform the initial applicant screening as an incidental function and initiate cases through the department's automated system; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

Office Assistant II is the journey level in the Office Assistant series. Employees at this level are expected to be fully qualified and able to perform difficult and responsible office support work within the framework of established work methods and procedures and to use independent judgment in selecting and applying specific references, procedures, sequences, and alternatives to different work situations, referring non-procedural questions to the supervisor. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Office Assistant I, or if filled from the outside, require prior related experience.

Job assignments are performed with minimal guidance and supervision. This class may be also be used as a training class for entry into the Fiscal and Technical Services Assistant class series.

### **REPORTS TO**

A wide variety of County supervisory or management positions, depending upon the Department or program area of assignment

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None

## **OFFICE ASSISTANT II - 2**

### **EXAMPLES OF DUTIES**

- Serves as an office receptionist greeting office visitors and answering the telephone, providing information and referring calls and visitors to others.
- Addresses complaints and explains regulations to customers or the public.
- Responds to inquiries regarding departmental functions, services, policies, and procedures.
- Obtains information from customers, visitors, or callers to determine appropriate resource, action, document, or staff referral to meet their needs.
- Explains the proper use of forms and documents.
- Prepares items for mailing and sorts and distributes incoming mail according to established guidelines and procedures.
- Operates multiline telephone system including answering calls, transferring calls, and taking messages.
- Schedules customer appointments and maintains schedules for technical or professional staff.
- Composes correspondence, reports, memos, and other documents.
- Reviews and processes forms/documents in accordance with established guidelines and procedures.
- Monitors and updates manual or electronic files.
- Operates a variety of standard office equipment.
- Compiles information to respond to questions or address issues.
- Reviews submitted forms or applications to verify accuracy and completeness.
- Operates automated systems, or other department-specific computer systems.
- Maintains accurate department and customer records.
- Performs initial screening of applications for departmental services.
- Performs related duties as assigned.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment; contact with staff and the public.

## **OFFICE ASSISTANT II - 3**

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Policies and procedures of the Department and unit where assigned.
- General goals and purposes of department programs, services, and operations.
- General office functions, procedures, equipment, and filing systems.
- Correct English usage, spelling, grammar, and punctuation.
- Word processing, spreadsheet, database, email, calendaring programs, and automated systems.
- Filing and information retrieval systems.
- Basic Mathematics

#### **Ability to:**

- Explain policies, procedures, and regulations governing program operations.
- Analyze situations involving rules and regulations and demonstrate good judgment when making decisions.
- Quickly and accurately enter and retrieve data using an automated system.
- Communicate effectively orally and in writing.
- Interact with individuals from various educational, socioeconomic, and ethnic backgrounds.
- Work cooperatively as part of a team.
- Identify and correct inaccurate or inconsistent information.
- Listen attentively and understand oral information provided.
- Prioritize, plan, and organize one's own work.
- Perform a variety of office assistance assignments with minimal guidance and supervision.
- Interpret and apply the policies and procedures of the office where assigned.
- Accurately type 45 words per minute.
- Operate a computer, using word-processing and other software as appropriate.
- Operate and use office equipment.
- Follow oral and written directions.
- Deal tactfully and courteously with other County staff and the public, providing information and responding to concerns about the Department and/or program where assigned.
- Establish and maintain cooperative working relationships.

## OFFICE ASSISTANT II - 4

### **Training and Experience:**

Qualifications needed for this position:

One year of office assistance experience, performing assignments comparable to those of an Office Assistant I with Plumas County;

OR

One (1) year of full-time experience performing clerical duties in an office environment.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **OFFICE ASSISTANT III**

### **DEFINITION**

Under limited supervision, the Office Assistant III performs highly responsible, specialized, and technical office support activities; explains rules, policies, and operations related to department records, programs, and services; may serve as a lead-worker and provide training and work assignments to a group of office support staff; may conduct initial application screening interview and initiate cases through automated systems; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Office Assistant III is the advanced journey level in the Office Assistant series. Incumbents act as lead-worker to a group of office support staff, perform applicant screening in addition to other primary responsibilities, or exercise detailed subject matter knowledge of a specific and complex program area or specialized record keeping system. They are expected to be thoroughly familiar with the policies and procedures of the Department and/or program where assigned.

### **REPORTS TO**

A wide variety of County supervisory or management positions, depending upon the Department or program area of assignment

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None



## OFFICE ASSISTANT III - 2

### **EXAMPLES OF DUTIES**

- Provides interpretation and guidance to new employees, lower level clerical staff, and coworkers on new or revised policies and procedures.
- Serves as an office receptionist greeting office visitors and answering the telephone, providing information and referring calls and visitors to others.
- Takes and transmits messages.
- Coordinates, distributes, and reprioritizes work tasks to adjust to changing demands.
- Monitors the quality and timeliness of work.
- Assists others with complex or non-routine matters.
- Provides supervisor with feedback on employees and process improvements.
- Addresses complaints and explains regulations to customers or the public.
- Responds to inquiries regarding departmental functions, services, policies, and procedures.
- Obtains information from customers, visitors, or callers to determine appropriate resource, action, document, or staff referral to meet their needs.
- Explains the proper use of forms and documents.
- Operates a variety of standard office equipment.
- Composes correspondence, reports, memos, and other documents.
- Reviews and processes forms/documents in accordance with established guidelines and procedures.
- Monitors and updates manual or electronic files.
- Compiles information to respond to questions or address issues.
- Reviews submitted forms or applications to verify accuracy and completeness.
- Operates automated systems or other department-specific computer systems.
- Performs a variety of financial and fiscal recordkeeping, including maintenance of summary account expenditures, accounts, receivable, and accounts payable records.
- Assists with the preparation and control of budgets.
- Records and logs invoices and claims.
- Prepares documents and publications.
- Establishes types and proofreads documents and materials.
- Tabulates data and verifies totals.
- May work on publications and special reports.
- May assist with child payment claims.
- May assist with public assistance records.
- May prepare and issue permits.
- Performs a wide variety of office and program support assignments.
- Performs special assignments and projects as delegated.
- May have responsibility for organizing the development and distribution of parent support and resource/referral information.
- Operates a computer, using word-processing, spreadsheet, and other software.
- Operates office equipment.

## OFFICE ASSISTANT III - 3

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment; contact with staff and the public.

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- General office functions, procedures, equipment, and filing systems.
- General goals and purposes of department programs, services, and operations.
- Policies and procedures of the Department and unit where assigned.
- Thorough knowledge of specialized areas of office support where assigned.
- Proper English grammar, spelling, and punctuation.
- Standard formats and vocabulary used in business correspondence.
- Basic supervisory and training and development principles and practices.
- State, County, or Department computer systems.
- Word processing, spreadsheet, database, email, calendaring programs, and automated systems.
- Modern office practices, methods, and procedures.
- Fiscal, account, and budget recordkeeping.
- Computers and software used in office and program support assignments.
- Basic mathematics.

#### **Ability to:**

- Explain policies, procedures, and regulations governing program operations.
- Analyze situations involving complex rules and regulations and demonstrate good judgment when resolving differences.
- Provide effective verbal and written instruction to others.
- Prioritize, plan, and organize one's own work.
- Conduct interviews and record information simultaneously.
- Quickly and accurately enter and retrieve data using an automated data system.
- Identify and correct inaccurate or inconsistent information.

## OFFICE ASSISTANT III - 4

### **Ability To – continued:**

- Interact with individuals from various educational, socioeconomic, and ethnic backgrounds.
- Provide direction to and train subordinate staff.
- Work cooperatively as part of a team.
- Listen attentively and understand oral information provided.
- Maintain flexibility in daily activities and decision making.
- Perform a variety of specialized office assistance assignments with minimal guidance and supervision.
- Interpret and apply the policies and procedures of the office where assigned.
- Perform fiscal, account, and budget recordkeeping.
- Accurately type 45 words per minute.
- Operate a computer, using word-processing and other software as appropriate.
- Operate and use office equipment.
- Follow oral and written directions.
- Deal tactfully and courteously with other County staff and the public, providing information and responding to concerns about the Department and/or program where assigned.
- Establish and maintain cooperative working relationships.

### **Training and Experience:**

Qualifications needed for this position:

Two (2) years of office assistance experience, performing assignments comparable to those of an Office Assistant II with Plumas County;

OR

Two (2) years of full-time experience performing clerical duties in an office environment, including one (1) year at the journey level.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

**OFFICE SUPERVISOR**

**DEFINITION**

Under limited supervision, the Office Supervisor plans, organizes, supervises, and participates in the work of an office support unit; establishes and maintains administrative records; may oversee the initial application screening function in the assigned departments' automated system; and performs related work as required.

**DISTINGUISHING CHARACTERISTICS**

This is a full supervisory classification for the planning, organization, and supervision of the office and administrative support functions in one of the larger County departments.

**REPORTS TO**

Depending upon the Department or program area of assignment, the Office Supervisor reports to the designated supervisor or manager for the position

**CLASSIFICATIONS DIRECTLY SUPERVISED**

Office Assistant I, II, & III; Fiscal and Technical Assistant I, II, & III; and other specialized office support classifications.

## **OFFICE SUPERVISOR - 2**

### **EXAMPLES OF DUTIES**

- Plans, assigns, supervises, and reviews the work of support staff to ensure quality, completion, and compliance with department standards.
- Selects, trains, evaluates, and disciplines subordinate staff.
- Identifies training needs, conducts training, and provides leadership and coaching for staff.
- Independently establishes a course of action to accomplish work objectives and adapts to meet changing priorities.
- In cooperation with management, develops or revises policies, procedures, and templates to improve efficiency, effectiveness, and compliance.
- Arranges for additional staffing to meet established objectives.
- Answers inquiries and resolves complaints from customers, service providers, department personnel, and the public.
- Functions as an authoritative resource of information on regulations, rules, department policies, and guidelines.
- Establishes and updates administrative records and summaries for department such as budgetary, revenue and expenditures, personnel and payroll records, inventory control, workflow and production output, work load, and regulatory and procedural manuals.
- Operates and oversees the use of automated systems, works with IT staff to implement modifications, and utilizes various software applications.
- Researches, compiles, and analyzes data for a variety of projects.
- Promotes cooperative professional working relations among staff, resolves conflicts, and monitors work environment.
- Provides employees with guidance and prepares performance evaluations.
- Performs special assignments and projects as delegated.
- Performs related duties as assigned.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment; contact with staff and the public.

## **OFFICE SUPERVISOR - 3**

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Principles, methods, and procedures of office and business administration.
- Policies and procedures of the Department and unit where assigned.
- Thorough knowledge of specialized areas of office and administrative functions of the Department to which assigned.
- Methods and procedures of purchasing and inventory maintenance.
- Data processing equipment and software used by the department where assigned.
- Modern office practices, methods, and procedures.
- Filing and information retrieval systems.
- Fiscal, account, and budget recordkeeping.
- Operation and use of office equipment.
- Proper English usage, spelling, grammar, and punctuation.
- Mathematics.
- Principles of supervision and training.
- General office functions, procedures, equipment, and filing systems.
- English grammar, vocabulary, spelling, and punctuation.
- Principles of training development, implementation, and evaluation.
- Computers and automated data systems.
- Word processing, spreadsheet, database, email, calendaring programs, and automated systems.

#### **Ability to:**

- Plan, organize, and supervise the office and administrative support functions in an assigned department.
- Coordinate and develop a department's data processing system.
- Be responsible for purchasing and inventory maintenance.
- Assist with budget development and expenditure control.
- Perform a variety of complex office and administrative support assignments with minimal guidance and supervision.
- Interpret, apply, and explain the policies and procedures of the department where assigned.
- Perform fiscal, account, and budget recordkeeping.
- Operate a computer, using word-processing and other software as appropriate.
- Operate and use office equipment.
- Deal tactfully and courteously with other County staff, the public, and other government agencies, providing information and responding to concerns about the Department and/or program where assigned.
- Establish and maintain cooperative working relationships.
- Explain and apply policies, procedures, and regulations governing program operations.

## OFFICE SUPERVISOR - 4

### **Ability to – Continued:**

- Exercise good judgment when organizing, directing, prioritizing, and supervising unit activities.
- Train, supervise, evaluate, and discipline subordinate staff.
- Provide effective oral and written instruction to others.
- Quickly and accurately enter and retrieve data using an automated data system.
- Establish and maintain effective working relationships.
- Listen attentively and understand written and verbal information provided.
- Establish long-range objectives, goals, and strategies.
- Develop forms and letters.
- Maintain composure and react professionally.

### **Training and Experience:**

Qualifications needed for this position:

Four (4) years of increasingly responsible office and administrative support assistance experience, preferably including at least one (1) year in a supervisory or lead position.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

# Exhibit F



# Social Services Job Classification Wage Survey

1/1/2017

## Staff Services Analyst I/II & Information Systems Technology

	Staff Serv Analyst I			Staff Serv Analyst II			Information Systems Technology		
Amador	\$	23.62	\$	25.99	\$	20.46			
Calaveras	\$	25.07	\$	25.96	\$	22.7			
Colusa	\$	20.53	\$	23.83	\$	22.37			
Del Norte						0			
Glenn			\$	25.40	\$	23.56			
Inyo						0			
Lassen						19.67			
San Benito	\$	20.60	\$	23.84	\$	19.24			
Tehama	\$	19.56	\$	21.60	\$	20.55			
Tuolumne						18.24			
Sum	\$	109.38	\$	146.62	\$	166.79			
Average	\$	21.88	\$	24.44	\$	20.85			
Plumas	\$	19.26				17.46			
Proposed	\$	20.95	\$	23.10	\$	20.85			

**STAFF SERVICES ANALYST I**

**DEFINITION**

The Staff Services Analyst I is responsible for performing professional level analytical duties involving general administrative, staff development, fiscal, and/or program analytical work. Incumbents gather, tabulate, analyze, and chart data; interview and consult with departmental officials, employees, and others to give and receive information; prepare reports and make recommendations on procedures, policies, and program/functional area issues and alternatives; review and analyze proposed legislation and advise management on the potential impact; make decisions in financial, and other administrative systems of average to difficult complexity; prepare correspondence; and perform other related duties as assigned. Incumbents do not supervise other professional staff, but may supervise clerical and/or technical employees as an ancillary duty (not as the preponderant responsibility of the position).

**DISTINGUISHING CHARACTERISTICS**

The Staff Services Analyst I level is the entry level into the professional Staff Services series. Incumbents work under close supervision. Assignments are generally limited in scope and under the direction of a higher-level employee. As experience is gained, the incumbent is granted more independence from supervision.

Most incumbents are expected to promote to the II level after one year of satisfactory performance; however, positions limited to analytical duties of a more routine, repetitive nature will be permanently allocated to the Staff Services Analyst I level.

**REPORTS TO**

Division Program Manager or Program Manager/Assistant Director

**CLASSIFICATIONS DIRECTLY SUPERVISED**

None

## **STAFF SERVICES ANALYST I – 2**

### **EXAMPLES OF DUTIES**

- Performs, coordinates, monitors, and participates in various administrative analytical functions, typically within a departmental program or administrative section.
- Reviews program updates, letters, and notices for potential impact on various programs and activities; recommends and prepares policy and procedure changes to ensure compliance.
- Compiles, maintains, and analyzes data; identifies trends, and makes recommendations involving the formulation of policy and procedures, as well as staffing and organizational changes.
- Serves as a resource and provides advice and information to supervisors, managers, and other internal staff, the public, and other agencies in area(s) of assignment including the interpretation and explanation of a variety of programs, policies, rules, regulations, labor contracts, and Memorandum of Understanding.
- Conducts surveys and performs research and statistical analyses on administrative, fiscal, personnel, staff development, and/or programmatic problems.
- Makes presentations before committees, boards, commissions, departmental staff, advisory groups, or community groups to provide information and recommendations, advocate a position, encourage participation, and/or respond to questions.
- Analyzes business process requirements and coordinates with information technology staff and/or consultants to develop automated solutions.
- May plan and coordinate the design and implementation of new and revised programs, systems, procedures, methods of operation, and forms.
- Compiles materials; prepares analytical reports, manuals, and publications.
- Prepares public relations materials (e.g. brochures, informational materials, customer satisfaction surveys).
- Provides consultation and recommends solutions regarding research findings, organizational improvement initiatives and related issues concerning departmental effectiveness and goal attainment. Evaluates effectiveness through performance measure development and monitoring activities, and recommends modifications.
- Collaborates with County departments and agencies on cross-functional projects.
- Coordinates assigned activities with other departments, divisions, units, and with outside agencies; represents the division or department in committee meetings; responds to complaints and requests for information.
- Establishes and maintains positive working relationships with co-workers; representatives of community organizations; state/local agencies and associations; internal management and staff; and the public by utilizing principles of effective customer service.
- Reviews, evaluates, and recommends actions on appeals for administrative hearings; makes presentations to the Administrative Law Judge on behalf of the assigned department.
- Investigates client complaints; maintains complaint-related documentation.
- Plans, designs, performs, and documents quality assurance activities pertaining to staff qualifications, case activities, financial, and/or other assigned functions.

## **STAFF SERVICES ANALYST I – 3**

- May supervise clerical and/or technical employees by assigning, monitoring, reviewing, and evaluating their work; may provide training to less experienced staff.
- Performs related duties as assigned.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods, frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 pounds; use of office equipment including computers, telephones, calculators, copiers and FAX; sufficient physical ability and strength to deal with active children; corrected hearing and vision to normal range.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office and in a field environment; continuous contact with staff, the public as well as adult and child clients.

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Public and business administration principles and practices.
- Methods and techniques involved in conducting analytical studies of administrative and management practices, methods and procedures.
- General research practices, techniques, and terminology to conduct research for a department.
- A variety of computer software applications, including database, graphics/presentation, work processing and spreadsheet software.
- Methods and techniques of report preparation.
- English language (i.e. composition, spelling, grammar, and sentence structure).
- Project management principles to ensure projects activities are conducted in a fiscally responsible and timely manner.
- Principles and practices of effective customer service.
- Principles of teamwork and teambuilding in order to work effectively as a member of a team and facilitate effective teamwork.
- Principles and practices of the functional areas applicable to the assigned options.
- Principles and practices of leadership and supervision.
- Community needs and resources.

#### **Ability to:**

- Analyze a situation or problem, including stressful situations, accurately and objectively in order to identify alternative solutions and determine an effective course of action.

## STAFF SERVICES ANALYST I – 4

### Ability to - continued:

- Collect and analyze data and information in order to derive logical conclusions.
- Formulate options and make recommendations based on data and information collected.
- Analyze policies, procedures, and programs and make effective recommendations.
- Make sound decisions and independent judgments within established guidelines.
- Read, interpret, and apply a variety of information (e.g. laws, policies, procedures, court cases, memorandum of understanding, ordinances, contract provisions, legislations, directives) in order to provide information and ensure compliance.
- Analyze and interpret basic statistics.
- Perform arithmetic calculations, including ratios and percentages.
- Operate a computer to prepare results of analyses (i.e. reports, tables, charts, and graphs) and perform operations (i.e. conduct research on the internet, collect, input, and retrieve data and information).
- Express information and ideas orally in a clear, concise, organized manner by using proper diction, grammar and volume so that others will understand.
- Make effective presentations and respond to questions from various groups, including boards, committees, and the public.
- Compose business communications (e.g. letters, memos, notices) and reports, policies, and procedures, in a clear, concise, organized, and accurate manner.
- Identify problems and central issues.
- Reason logically and critically.
- Perform, analyze, and document research.
- Research legislative issues and read and understand legislation.
- Recommend and implement changes/improvements.
- Develop and maintain cooperative, effective working relationships with co-workers, representatives of community organizations, state/local agencies and associations, supervisors, internal management staff, employee representatives and the public.
- Effectively mediate and resolve conflicts between/with individuals.
- Influence and persuade others to accept a particular viewpoint or to follow a particular course of action.
- Work and interact with a variety of individuals from various socioeconomic, ethnic, and cultural groups in person and by telephone, including situations where relations may be strained or confrontational.
- Work independently and accept increasing responsibility.
- Prioritize, plan, coordinate, and organize simultaneous work assignments and projects to meet critical and competing deadlines.
- Manage projects by developing project budgets and timelines to ensure projects meet time and budget guidelines.
- Work as a team member by keeping communication open, offering support, sharing knowledge, and contributing to and/or leading team efforts.
- Supervise clerical and/or technical employees, if required by the position.
-

## STAFF SERVICES ANALYST I – 5

### **Ability to - continued:**

- Monitor, plan, direct, assign and review the work of clerical and/or technical employees, if required by the position.

### **Training and Experience:**

Qualifications needed for this position:

Graduation from an accredited four year college or university with a bachelor's degree;

**OR**

Two (2) years (60 semester or 90 quarter) of college units; **AND** one (1) year of full time experience as an Eligibility Worker III, Employment and Training Worker III, Social Worker II, Accounting Technician, Child Support Specialist III, or Staff Services Specialist;

**OR**

Two (2) years of full time experience as an Eligibility Worker II, Employment and Training Worker II, or Child Support Specialist II;

**OR**

Two (2) years of full time technical level experience involving general administrative, personnel, fiscal, staff development, or program work.

**Substitution:** Additional progressively responsible para-professional experience performing complex duties of a technical nature in any of the functional areas noted above may be substituted for the required education on a year-for-year basis.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

**STAFF SERVICES ANALYST II**

**DEFINITION**

The Staff Services Analyst II is responsible for performing professional level analytical duties involving general administrative, staff development, fiscal, and/or program analytical work. Incumbents gather, tabulate, analyze, and chart data; interview and consult with departmental officials, employees, and others to give and receive information; prepare reports and make recommendations on procedures, policies, and program/functional area issues and alternatives; review and analyze proposed legislation and advise management on the potential impact; make decisions in financial, and other administrative systems of average to difficult complexity; prepare correspondence; and perform other related duties as assigned. Incumbents do not supervise other professional staff, but may supervise clerical and/or technical employees as an ancillary duty (not as the preponderant responsibility of the position).

**DISTINGUISHING CHARACTERISTICS**

The Staff Services Analyst II is the journey level in the series. Incumbents work under direction and are responsible for performing the full range of duties at the journey level and working independently.

At the Staff Services Analyst II level, assignment can be in any one the following options: staff development, fiscal, or program analysis; or, incumbents may be assigned to perform general duties that encompass a broad scope of administrative analytical functions and areas of responsibility. For positions specifically assigned to a specialized option, specific minimum qualifications and recruitments are permitted.

**REPORTS TO**

Division Program Manager or Program Manager/Assistant Director

**CLASSIFICATIONS DIRECTLY SUPERVISED**

None, or on occasion supervise subordinate clerical staff as needed

## **STAFF SERVICES ANALYST II – 2**

### **EXAMPLES OF DUTIES**

- Performs, coordinates, monitors, and participates in various administrative analytical functions, typically within a departmental program or administrative section.
- Reviews program updates, letters, and notices for potential impact on various programs and activities; recommends and prepares policy and procedure changes to ensure compliance.
- Compiles, maintains, and analyzes data; identifies trends, and makes recommendations involving the formulation of policy and procedures, as well as staffing and organizational changes.
- Serves as a resource and provides advice and information to supervisors, managers, and other internal staff, the public, and other agencies in area(s) of assignment including the interpretation and explanation of a variety of programs, policies, rules, regulations, labor contracts, and Memorandum of Understanding.
- Conducts surveys and performs research and statistical analyses on administrative, fiscal, personnel, staff development, and/or programmatic problems.
- Makes presentations before committees, boards, commissions, departmental staff, advisory groups, or community groups to provide information and recommendations, advocate a position, encourage participation, and/or respond to questions.
- Analyzes business process requirements and coordinates with information technology staff and/or consultants to develop automated solutions.
- May plan and coordinate the design and implementation of new and revised programs, systems, procedures, methods of operation, and forms.
- Compiles materials; prepares analytical reports, manuals, and publications.
- Prepares public relations materials (e.g. brochures, informational materials, customer satisfaction surveys).
- Provides consultation and recommends solutions regarding research findings, organizational improvement initiatives and related issues concerning departmental effectiveness and goal attainment. Evaluates effectiveness through performance measure development and monitoring activities, and recommends modifications.
- Collaborates with County departments and agencies on cross-functional projects.
- Coordinates assigned activities with other departments, divisions, units, and with outside agencies; represents the division or department in committee meetings; responds to complaints and requests for information.
- Establishes and maintains positive working relationships with co-workers; representatives of community organizations; state/local agencies and associations; internal management and staff; and the public by utilizing principles of effective customer service.
- Reviews, evaluates, and recommends actions on appeals for administrative hearings; makes presentations to the Administrative Law Judge on behalf of the assigned department.
- Investigates client complaints; maintains complaint-related documentation.
- Plans, designs, performs, and documents quality assurance activities pertaining to staff qualifications, case activities, financial, and/or other assigned functions.



## **STAFF SERVICES ANALYST II – 3**

### **Example of Duties – continued:**

- May supervise clerical and/or technical employees by assigning, monitoring, reviewing, and evaluating their work; may provide training to less experienced staff.
- Performs related duties as assigned.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods, frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 pounds; use of office equipment including computers, telephones, calculators, copiers and FAX; sufficient physical ability and strength to deal with active children; corrected hearing and vision to normal range.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office and in a field environment; continuous contact with staff, the public as well as adult and child clients.

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Public and business administration principles and practices.
- Methods and techniques involved in conducting analytical studies of administrative and management practices, methods and procedures.
- General research practices, techniques, and terminology to conduct research for a department.
- A variety of computer software applications, including database, graphics/presentation, work processing and spreadsheet software.
- Methods and techniques of report preparation.
- English language (i.e. composition, spelling, grammar, and sentence structure).
- Project management principles to ensure projects activities are conducted in a fiscally responsible and timely manner.
- Principles and practices of effective customer service.
- Principles of teamwork and teambuilding in order to work effectively as a member of a team and facilitate effective teamwork.
- Principles and practices of the functional areas applicable to the assigned options.
- Principles and practices of leadership and supervision.
- Community needs and resources.

## STAFF SERVICES ANALYST II – 4

### Ability to:

- Analyze a situation or problem, including stressful situations, accurately and objectively in order to identify alternative solutions and determine an effective course of action.
- Collect and analyze data and information in order to derive logical conclusions.
- Formulate options and make recommendations based on data and information collected.
- Analyze policies, procedures, and programs and make effective recommendations.
- Make sound decisions and independent judgments within established guidelines.
- Read, interpret, and apply a variety of information (e.g. laws, policies, procedures, court cases, memorandum of understanding, ordinances, contract provisions, legislations, directives) in order to provide information and ensure compliance.
- Analyze and interpret basic statistics.
- Perform arithmetic calculations, including ratios and percentages.
- Operate a computer to prepare results of analyses (i.e. reports, tables, charts, and graphs) and perform operations (i.e. conduct research on the internet, collect, input, and retrieve data and information).
- Express information and ideas orally in a clear, concise, organized manner by using proper diction, grammar and volume so that others will understand.
- Make effective presentations and respond to questions from various groups, including boards, committees, and the public.
- Compose business communications (e.g. letters, memos, notices) and reports, policies, and procedures, in a clear, concise, organized, and accurate manner.
- Identify problems and central issues.
- Reason logically and critically.
- Perform, analyze, and document research.
- Research legislative issues and read and understand legislation.
- Recommend and implement changes/improvements.
- Develop and maintain cooperative, effective working relationships with co-workers, representatives of community organizations, state/local agencies and associations, supervisors, internal management staff, employee representatives and the public.
- Effectively mediate and resolve conflicts between/with individuals.
- Influence and persuade others to accept a particular viewpoint or to follow a particular course of action.
- Work and interact with a variety of individuals from various socioeconomic, ethnic, and cultural groups in person and by telephone, including situations where relations may be strained or confrontational.
- Work independently and accept increasing responsibility.
- Prioritize, plan, coordinate, and organize simultaneous work assignments and projects to meet critical and competing deadlines.
- Manage projects by developing project budgets and timelines to ensure projects meet time and budget guidelines.
- Work as a team member by keeping communication open, offering support, sharing knowledge, and contributing to and/or leading team efforts.

## **STAFF SERVICES ANALYST II – 5**

### **Ability to - continued:**

- Supervise clerical and/or technical employees, if required by the position.
- Monitor, plan, direct, assign and review the work of clerical and/or technical employees, if required by the position.

### **Training and Experience:**

Qualifications needed for this position:

One (1) year of full time experience as a Staff Services Analyst I;

OR

Graduation from an accredited college or university with a bachelor's degree; AND  
Depending upon the option recruited for, one (1) year of full-time professional experience performing analytical work in the following areas: general administrative, personnel, fiscal, program, or staff development.

Substitution: Additional progressively responsible professional experience performing duties (which require considerable independence performing, compiling, organization and evaluating information and prepared reports) in any of the functional areas noted above may be substituted for the required education on a year-for-year basis.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **INFORMATION SYSTEMS TECHNICIAN**

### **DEFINITION**

Under close supervision, the Information Systems Technician ensures the efficient operation and integrity of automated information systems; analyzes, investigates and resolves computer-related problems; provides training and instruction on programs and procedures; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Information Systems Technician is a single level class. Incumbents provide basic computerized information system helpdesk support and training for users of computer systems. Incumbents perform computer installation, maintenance and repair work, with some guidance and supervision.

### **REPORTS TO**

Division Program Manager or Program Manager/Assistant Director

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None

## **INFORMATION SYSTEMS TECHNICIAN – 2**

### **EXAMPLES OF DUTIES:**

- Acts as a resource person for users by answering questions either by phone or in person and resolving problems related to the use, application and operation of automated information systems.
- Diagnoses problems to determine if the cause is due to the system, software, hardware or other source and corrects them. Refers more difficult problems to appropriate personnel or vendors.
- Sets up, monitors, installs and repairs computer hardware and installs software including state or federal provided operating systems, word processing, database, spreadsheet and other software.
- Writes or assists in writing and revising procedures, instructional materials and staff development tools for system related training.
- Trains system users on hardware and software usage; explains operating systems and provides on-going support for department staff; may provide training on specific statewide automated systems utilized by assigned department.
- Researches regulations, procedures and/or technical reference materials as necessary.
- Meets with staff regarding systems usage, improvements, modifications, maintenance and operations needed for an efficient computer system.
- Works with computer support personnel in identifying problems with the system, programs, PC's or printers. Documents and tracks system problems and writes the reports on issues. Recommends necessary hardware and software changes; and performs system upgrades.
- Authorizes system access to new users, assigns users a profile and password.
- Performs related duties as assigned

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand, walk, stoop, kneel, and crouch; physical ability to lift and carry objects weighing up to 40 pounds; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment; occasionally works outside; exposure to electrical energy and dust; continuous contact with staff and the public.

## **INFORMATION SYSTEMS TECHNICIAN – 3**

### **Knowledge of:**

- Operating principles and characteristics of personal computer hardware and software systems.
- Concepts and terms applicable to state-of-the-art information systems.
- Basic principles of local area network systems.
- Regulations and procedures related to specific automated information systems utilized by assigned department.
- Work methods and techniques employed by department staff including documentation and reporting requirements.
- Terminology relating to computer software, hardware and peripheral equipment.

### **Ability to:**

- Perform routine installations of computer equipment and related peripherals, install common software, and troubleshoot personal computer hardware and software problems.
- Analyze user problems, evaluate alternatives and reach sound conclusions.
- Identify, evaluate and research operational problems, and makes recommendations for change.
- Organize, prioritize, schedule, and coordinate workflow to meet production deadlines.
- Establish and maintain effective working relationships with all persons contacted during the course of work.
- Maintain confidentiality of information.
- Write and maintain logs of work performed and actions taken to solve information system problems in a clear and concise manner.
- Communicate clearly and concisely, both orally and in writing.

### **Training and Experience:**

Qualifications needed for this position:

Two (2) years full-time experience or formal education/training in the operation of computers and peripheral equipment in an information systems environment that includes the troubleshooting of personal computer hardware, software and peripheral equipment problems.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.