



MENDOCINO COUNTY CIVIL SERVICE COMMISSION

AGENDA

SCOTT WARD
1ST DISTRICT
COMMISSIONER
VICE-CHAIR

TERRY POPLAWSKI
2ND DISTRICT
COMMISSIONER

SHERRIE EBYAM
3RD DISTRICT
COMMISSIONER

GINNY FETH-MICHEL
4TH DISTRICT
COMMISSIONER

MARILYN HARDEN
5TH DISTRICT
COMMISSIONER
CHAIR

DATE: Wednesday, August 21, 2019
TIME: 9:00 A.M.
PLACE: Board of Supervisors Chambers
501 Low Gap Road, Room 1070
Ukiah, CA 95482

AGENDA

Following the posting of the agenda, the agenda and supporting documentation is available for public review at the Human Resources Department, 501 Low Gap Road, Room 1326, Ukiah, CA 95482 during regular business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m. or at: www.mendocinocounty.org/hr.

The County is committed to making its Commission meetings accessible to all citizens. Individuals with special needs may call telephone number (707) 234-6600, email hr@mendocinocounty.org, or send a facsimile transmission to (707) 468-3407.

Those attending the meeting are advised that cell phones and electronic devices are to be silenced during the meeting.

1. OPEN SESSION AND CHAIR ROTATION

Roll call.

2. APPROVAL OF MINUTES

Approval of minutes of the July 17, 2019 Commission meeting.

3. PUBLIC EXPRESSION

This is an opportunity for the public to address the Commission on matters not listed on this agenda. If you wish to speak, please use the microphone at the lectern. Please begin by stating your name and the organization you represent, if any. The Chair of the Commission may impose a time limit on any speaker depending on the number of people wanting to speak and time available. In the event comments are related to an item scheduled on the agenda, speakers may be required to wait to make their comments until that item is considered.

4. EMPLOYEE ORGANIZATION

This agenda item is to be used for employee organization representatives to present information/requests to the Civil Service Commission.

5. CLOSED SESSION

Any public reports of action taken in the closed session will be made in accordance with Government Code sections 54957.1.

5a) Pursuant to Government Code Section 54957(b) – Employment Application Appeal
Title: Social Worker II

The Civil Service Commissioners request the appearance of any Department Head/or department representative at meetings that have matters relevant to their department. Failure to attend may result in delays in action of agenda items or denial of presented requests.

- 5b) Pursuant to Government Code Section 54957(b) – Employment Application Appeal
Title: Social Worker III

6. CLASSIFICATION STUDIES

Discussion and possible adoption of recommendations of the following:

- 6a) Proposed Classification: Senior Legal Assistant
- 6b) Proposed Classification Specification Modification: Legal Assistant
- 6c) Proposed Classification Specification Modification: Health Program Eligibility Worker series
- 6d) Reclassification of Incumbent: Public Health Laboratory Technician to Senior Health Program Eligibility Worker
- 6e) Abolish Classification: Public Health Laboratory Technician

7. HUMAN RESOURCES DIRECTOR REPORT

This agenda item is to be used for the Human Resources Director to provide information to the Commission regarding Human Resources issues.

ADJOURN

The meeting will adjourn when all business has been covered.



**CIVIL SERVICE COMMISSION
COUNTY OF MENDOCINO
501 Low Gap Road, Room 1326
Ukiah, CA 95482**

SUMMARY/ACTION MINUTES

DATE: Wednesday, July 17, 2019

LOCATION: Board Chambers
501 Low Gap Road
Ukiah, CA 95482

TIME: 9:00 A.M.

COMMISSIONERS PRESENT: Ginny Feth-Michel, Scott Ward, Marilyn Harden, Sherrie Ebyam, and Terry Poplawski

COMMISSIONERS ABSENT: None.

ALSO PRESENT: Cherie Johnson, Assistant Human Resources Director
Shellie Tubbs, Office Services Supervisor
Tim Mitchell, Senior Human Resources Analyst

CALL TO ORDER

The July 17, 2019, Civil Service Commission meeting was called to order at 9:00 A.M. by Commissioner Feth-Michel.

AGENDA ITEM NO. 1 – ROLL CALL AND CHAIR ROTATION

Present: Commissioners Ward, Ebyam, Feth-Michel, and Poplawski. Chair Harden presiding.

Commissioner Harden assumed the role of Chair and Commissioner Ward assumed the role of Vice Chair.

AGENDA ITEM NO. 2 – APPROVAL OF MINUTES

COMMISSION ACTION: Upon motion by Commissioner Poplawski, seconded by Commissioner Ebyam, and carried (4/0, with Commissioner Feth-Michel abstaining); IT IS SO ORDERED that the minutes of the June 19, 2019, Commission meeting are approved as presented.

AGENDA ITEM NO. 3 – PUBLIC EXPRESSION

NONE.

AGENDA ITEM NO. 4 – EMPLOYEE ORGANIZATION

NONE.

AGENDA ITEM NO. 5 – ADJOURN TO CLOSED SESSION – PERSONNEL MATTERS

Any public reports of action taken in the closed session will be made in accordance with Government Code section 54957.1.

ADJOURNED TO CLOSED SESSION: 9:03 A.M.

- 5a) Pursuant to Government Code Section 54957(b) – Employment Application Appeal
Title: Social Worker II
- 5b) Pursuant to Government Code Section 54957(b) – Public Employee Performance Evaluation (Extension of Probationary Period)
Title: Nutritionist
- 5c) Pursuant to Government Code Section 54957(b) – Disciplinary Appeal Hearing Decision and Findings
Title: Executive Office – Facility and Fleet; Building Maintenance Mechanic

RECONVENED IN OPEN SESSION: 10:20 A.M.

Report out of Closed Session:

- 5a) **COMMISSION ACTION:** By unanimous vote (5/0); IT IS SO ORDERED that the Commission upholds Human Resources' denial of the application appeal.
- 5b) **COMMISSION ACTION:** By unanimous vote (5/0); IT IS SO ORDERED that the extension of probationary period of the affected incumbent be approved for a period of up to twelve (12) months.
- 5c) **COMMISSION ACTION:** Upon motion by Commissioner Poplawski, seconded by Commissioner Ward, and carried (4/0, with Commissioner Feth-Michel abstaining); IT IS SO ORDERED that the Disciplinary Appeal Hearing Decision and Findings are approved as presented.

AGENDA ITEM NO. 6 – CLASSIFICATION STUDIES

- 6a) Proposed classification of Sheriff's Legal Specialist
PRESENTER/S: Tim Mitchell, Sr. Human Resources Analyst

Mr. Tim Mitchell proposed the new classification of Sheriff's Legal Specialist. Mr. Mitchell stated at the request of the Sheriff's Office, Human Resources conducted a study of the Legal Secretary II position held by Ms. Stacey Giammona. The Sheriff's Office felt the work performed by Ms. Giammona was outside the scope of the Legal Secretary II classification.

Mr. Mitchell stated having completed the assessment of the duties performed by Ms. Giammona's position; Human Resources determined there was a clear distinction between the work performed of other Legal Secretaries and that of Ms. Giammona's position. Human Resources proposed the establishment of the new Sheriff's Legal Specialist classification designated specifically to the Sheriff's Office, which would perform complex technical duties distinctive to the Civil Division. Human Resources further recommended the reclassification of Ms. Giammona from Legal Secretary II to Sheriff's Legal Specialist.

Discussion followed.

COMMISSION ACTION: Upon motion by Commissioner Feth-Michel, seconded by Commissioner Ward, and carried (5/0); IT IS SO ORDERED that the recommendation to adopt the new classification specification for Sheriff's Legal Specialist is approved as submitted.

COMMISSION ACTION: Upon motion by Commissioner Poplawski, seconded by Commissioner Feth-Michel, and carried (5/0); IT IS SO ORDERED that the recommendation to authorize the reclassification of the incumbent to Sheriff's Legal Specialist is approved.

AGENDA ITEM NO. 7 – HUMAN RESOURCES DIRECTOR REPORTS

PRESENTER/S: Cherie Johnson, Assistant Human Resources Director

Ms. Johnson relayed that Human Resources is currently involved in labor negotiations. The office has been meeting with SEIU, the Public Attorneys represented by Teamsters, and the Confidential Employees Bargaining Unit. Human Resources has also received requests to open negotiations with the Deputy Sheriff's Association, Mendocino County Probation Employees Association, and In-Home Health Services.

Ms. Johnson stated that the County is continuing with the Supervisor Academy and was pleased to report that 75 employees participated in the first round. Eight (8) employees have completed all the courses. These employees will be recognized July 23, 2019 at the Board of Supervisors meeting.

Ms. Johnson shared that the County will be having joint leadership training with Humboldt County at Benbow Inn on September 6, 2019. Patrick Donadio, a communications expert and author of "Communicating with Impact," will be the trainer for the day.

ADJOURN

THERE BEING NOTHING FURTHER TO COME BEFORE THE COMMISSION, THE MENDOCINO COUNTY CIVIL SERVICE COMMISSION ADJOURNED AT 10:34 A.M.

Cherie Johnson

Assistant Human Resources Director and Secretary to the Civil Service Commission



HUMAN RESOURCES – MENDOCINO COUNTY

DATE PREPARED: August 14, 2019

MEETING DATE: August 21, 2019

TO: Civil Service Commission

FROM: Juanie Cranmer, Human Resources Manager

SUBJECT: District Attorney's Office Classification Study – Legal Assistant

BACKGROUND & ANALYSIS

The District Attorney's Office submitted a request to Human Resources to create a senior level Legal Assistant classification in order to act as a lead and to perform the most complex paraprofessional work in support of attorneys, and to oversee the work of programs such as Asset Forfeiture and Live Scan related to fingerprinting and background investigations.

During this process Human Resources researched other counties utilizing Legal Assistants and have created the attached proposed new classification of Senior Legal Assistant. Modifications to the existing Legal Assistant classification specification are also recommended. The most significant modification is to the minimum requirements. Currently the County requires a Paralegal Certificate for Legal Assistant; during our research, we found that many counties across the State have multiple ways in which one can qualify for this type of work. We also found that the majority of the counties reviewed do not require a paralegal certification to qualify, or to perform the paraprofessional /paralegal work.

Classification specifications for the proposed Senior Legal Assistant and the modified Legal Assistant have been included as attachments to this item.

RECOMMENDATION

It is recommended that the Commission adopt the proposed classification of Senior Legal Assistant as submitted, or as modified by the Commission. It is further recommended that the Commission adopt the proposed modifications to the existing Legal Assistant as submitted, or as modified by the Commission.



**PROPOSED NEW
CLASSIFICATION**

Senior Legal Assistant Classification Specification

JOB SUMMARY:

Under general direction, performs the most complex and specialized paraprofessional legal work in support of staff attorneys including: providing legal research, managing case files; assisting in litigation preparation; initiating, processing and recording various complex legal reports and orders; may oversee program/s unique to the department and performs other administrative functions as assigned.

DISTINGUISHING CHARACTERISTICS:

The Legal Assistant series is distinguished from the Legal Secretary series in that the latter is used primarily for the provision of legal secretarial support, whereas the Legal Assistants provide paraprofessional support to attorneys such as legal research and assisting in litigation preparation. Senior Legal Assistant is the advanced/lead-level paraprofessional classification in the Legal Assistant series. Incumbents work under minimal direction and exercise a high level of discretion and independent judgment. The Senior Legal Assistant is distinguished from the Legal Assistant by the performance of the most complex work and lead worker duties performed by the Senior Legal Assistant.

SUPERVISION EXERCISED:

Senior Legal Assistant acts in a lead capacity over other legal assistants, legal secretaries and/or other clerical staff but does not exercise direct supervision over staff.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

(Duties may include but are not limited to the following :)

- Conduct complex legal research, including: reviewing legal opinions and court rulings; searching legislative history; investigating facts; and analyzing cases for appealable issues; summarizing depositions, medical records and other discovery.
- Oversee complex legal programs, processes, or work units that may be unique to the department of assignment; including assisting with developing and implementing new programs / processes or changed programs / processes consistent with legislation or programmatic policy; coordinating related activities with other law enforcement and federal agencies; prepare detailed and complex financial records and other records.
- Provide lead direction, training, and work review; provides input into employee selection, evaluation, discipline, and work procedures.
- Set work priorities, coordinate and schedule assignments and establish goals and objectives.
- Draft and prepare various complex legal documents such as: appeal briefs, chronologies from deposition testimony, summarizing of transcripts, interrogatories, summons, complaints, deposition notices, documents for litigation, requests for production, deposition notices, subpoenas, warrants, petitions, declarations, etc.; monitors documents through process, obtains signatures, files with court and/or distributes to parties. Ensure information is sufficient and accurate and identifies pertinent point of law or need for additional information.
- Contact various agencies and organizations regarding releases of liens, case settlements, etc.
- Collect and maintain data for grants and other programs; generate reports and processes other related information.
- Log reports from law enforcement agencies; enter information into the computer; search for prior offenses; organizes information; forward information to appropriate parties; and follow up, as needed.
- Receive, assemble and maintain files and other information related to court actions; update computer information; maintain court calendars by scheduling and reviewing court dates; and file or forward information, to include: copying reports; requesting needed information; calculating costs; balancing money and receipts; and documenting all actions.
- Transcribe legal documents from written and tape-recorded sources and copies, distribute and/or file same.
- Answer various inquiries; explain policies and procedures; arrange appointments; and process routine matters independently.
- Provide reference service to other departments.
- May provide training to Attorney staff consistent with areas of assignment.

- May serve as backup for other support positions within the department.
- Perform other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal
Video/Audio Copier
Microfiche Machine
West Law/Lexis

Typewriter
Cassette Duplicator
CLETS

General Office Equipment
Transcription Equipment

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

Two (2) years of progressively responsible experience as a Legal Assistant for Mendocino County, or the equivalent performing paralegal duties for practicing attorney/s in public or private legal office, within the preceding three (3) years;

Or,

A valid Paralegal Certificate, and two (2) years of experience as a paralegal, or at least three (3) years of experience providing legal secretarial support for practicing attorney/s in a public or private legal office, within the preceding three (3) years;

Or,

A certificate of completion of an accredited paralegal program, or an Associate degree, or higher, from a postsecondary institution that requires the successful completion of a minimum of 24 semester, or equivalent, units in law-related courses and at least two (2) years of experience as a paralegal, or three (3) years of experience providing legal secretarial support for practicing attorney/s in a public or private legal office, within the preceding three (3) years;

Or,

A juris doctorate degree, and six (6) months of experience performing law-related research, or paraprofessional or paralegal duties for practicing attorney/s in public or private legal office, within the preceding three (3) years.

Licenses and Certifications:

Paralegal Certificate is highly desired, but not required unless used to qualify for this position.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles and practices of legal office terminology, processes, procedures, and the format for legal documents.
- State and federal civil/criminal procedures, court rules and litigation process.
- Applicable state, federal and local ordinances, laws, rules and regulations.
- Methods and techniques of legal research, discovery, fact investigation, and standard legal reference materials.
- Correct English usage, including structure, content, spelling, grammar, punctuation, and vocabulary.
- Standard business arithmetic, including percentages and decimals.
- Record keeping, report preparation, filing methods and records management techniques.
- Computer applications and hardware related to the performance of the essential functions of the job.
- Modern general office procedures, policies and practices.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.

Skill in:

- Utilizing a variety of resources for the purpose of conducting legal research and investigation.
- Analyzing and resolving administrative situations and problems.
- Exercising initiative, tact, discretion, and sound independent judgment within established policy guidelines and legal constraints.
- Provide staff leadership and work direction; train staff in work procedures.
- Coordinate multiple projects/assignments to meet critical deadlines; manage competing priorities.
- Typing from rough draft or printed text at a speed sufficient to perform the duties of the job.
- Using a computer to accurately and rapidly enter and retrieve data and information.
- Communicating clearly and effectively, both orally and in writing with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.
- Operating and performing routine maintenance of general office machines.

Mental and Physical Abilities:

- Understand, interpret and apply pertinent laws, codes, ordinances, regulations, legal documents, policies and procedures, and other correspondence.
- Use logic and reasoning to conduct sound analysis and make effective recommendations for alternative solutions, conclusions, or approaches to problems.
- Draft legal documents from tapes and handwritten information and type correspondence.
- Understand and carry out written and oral instructions, giving close attention to detail and accuracy.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.
- Add, subtract, multiply and divide whole numbers, common fractions and decimals.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck, objects weighing up to 25 pounds.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

Incumbents may be required to work weekends, special events, on-call or outside of normal work schedule.

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Senior Legal Assistant

CLASS CODE: TBD

DEPARTMENT: Various

REPORTS TO: Various

FLSA STATUS: N

CIVIL SERVICE: YES

BARGAINING UNIT: SEIU or Confidential

ADOPTED: August 21, 2019

History Notes:



**PROPOSED
MODIFICATIONS**

**Legal Assistant
Classification Specification**

JOB SUMMARY:

Under general direction, performs complex paraprofessional work functions in support of staff attorneys including: providing legal research, managing case files; assisting in litigation preparation; initiating, processing and recording various complex legal reports and orders; and performing other administrative functions.

DISTINGUISHING CHARACTERISTICS:

The Legal Assistant series class is distinguished from the Legal Secretary series in that the latter is used primarily for the provision of legal secretarial support, whereas the Legal Assistant provides paraprofessional support to attorneys such as legal research and assisting in litigation preparation. The Legal Assistant is distinguished from the Senior Legal Assistant by the performance of the most complex work and by lead worker duties performed by the Senior Legal Assistant ~~In addition, Legal Assistant requires possession of a Paralegal Certificate.~~

SUPERVISION EXERCISED:

Legal Assistant may provide technical lead training and guidance to Legal Secretaries and other clerical staff but does not function as a lead or exercise direct supervision over other staff.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

(Duties may include but are not limited to the following:)

- Conduct legal research, including: reviewing legal opinions and court rulings; searching legislative history; investigating facts; and analyzing cases for appealable issues; summarizing depositions, medical records and other discovery.
- Draft and prepare various complex legal documents such as: appeal briefs, chronologies from deposition testimony, summarizing of transcripts, interrogatories, summons, complaints, deposition notices, documents for litigation, requests for production, deposition notices, subpoenas, warrants, petitions, declarations, etc.; monitors documents through process, obtains signatures, files with court and/or distributes to parties. Ensure information is sufficient and accurate and identifies pertinent point of law or need for additional information.
- Contact various agencies and organizations regarding releases of liens, case settlements, etc.
- Collect and maintain data for grants and other programs; generates reports and processes other related information.
- Log reports from law enforcement agencies; enters information into the computer; search for prior offenses; organizes information; forward information to appropriate parties; and follow up, as needed.
- Receive, assemble and maintain files and other information related to court actions; update computer information; maintain court calendars by scheduling and reviewing court dates; and file or forward information, to include: copying reports; requesting needed information; calculating costs; balancing money and receipts; and documenting all actions.
- Transcribe legal documents from written and tape-recorded sources and copies, distribute and/or file same.
- Answer various inquiries; explain policies and procedures; arrange appointments; and process routine matters independently.
- Provide reference service to other departments.
- May serve as backup for other positions within the department.
- Perform other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal
Video/Audio Copier
Microfiche Machine
West Law/Lexis

Typewriter
Cassette Duplicator
CLETS

General Office Equipment
Transcription Equipment

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

A valid Paralegal Certificate, and one (1) year of experience as a paralegal, or two (2) years of experience providing journey-level legal secretarial support for practicing attorney/s in a public or private legal office within the preceding three (3) years;

Or,

A certificate of completion of an accredited paralegal program at, or a degree from an accredited college or university that requires the successful completion of a minimum of 24 semester units (or equivalent quarter units), in law-related courses and two (2) years of experience as a paralegal, or three (3) years of experience providing journey-level legal secretarial support, for attorney/s in public or private legal office, within the preceding three (3) years;

Or,

A baccalaureate, or higher level degree, in any subject, and at least one (1) year of law-related paraprofessional or paralegal experience under the supervision of a licensed attorney, within the preceding three (3) years;

Or,

A juris doctorate degree, and at least three (3) months of experience performing law-related research, or paraprofessional or paralegal duties for practicing attorney/s in public or private legal office, within the preceding three (3) years.

~~Associate's degree or equivalent from a two-year college; AND three years of experience performing general office duties in a legal office environment that included typing, filing, and transcribing information; or, an equivalent combination of training and education.~~

Licenses and Certifications:

Paralegal Certificate is desired but not required, unless used to qualify for this position.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles and practices of legal office terminology, processes, procedures, and the format for legal documents.
- ~~Various legal documents and terminology.~~
- State and federal civil/criminal procedures, court rules and litigation process.
- Applicable state, federal and local ordinances, laws, rules and regulations.
- Methods and techniques of legal research, discovery, fact investigation, and standard legal reference materials.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Standard business arithmetic, including percentages and decimals.
- Record keeping, report preparation, filing methods and records management techniques.
- Computer applications and hardware related to the performance of the essential functions of the job.
- Modern general office procedures, policies and practices.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- ~~General office procedures, policies and practices, as well as basic knowledge of computer and other general office equipment.~~

Skill in:

- ~~Utilizing a variety of resources for the purpose of conducting legal research and investigation. Conducting~~

~~legal research on computer and in law library.~~

- Analyzing and resolving administrative situations and problems.
- Exercising initiative, tact, discretion, and sound independent judgment within established policy guidelines and legal constraints.
- ~~Using tact, discretion, initiative and independent judgment within established guidelines.~~
- Typing from rough draft or printed text at a speed sufficient to perform the duties of the job.
- Using a computer to accurately and rapidly enter and retrieve data and information.
- Communicating clearly and effectively, both orally and in writing with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.
- Operating and performing routine maintenance of general office machines.

Mental and Physical Abilities:

- Understand, interpret and apply pertinent laws, codes, ordinances, regulations, legal documents, policies and procedures, and other correspondence.
- Use logic and reasoning to conduct sound analysis and make effective recommendations for alternative solutions, conclusions, or approaches to problems.
- ~~Read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, etc.~~
- Draft legal documents from tapes and handwritten information and type correspondence.
- Understand and carry out written and oral instructions, giving close attention to detail and accuracy.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.
- Add, subtract, multiply and divide whole numbers, common fractions and decimals.
- ~~Lift and carry, push and/or pull, or move items weighing up to 25 pounds.~~
- ~~Establish and maintain effective working relationships with others.~~
- ~~Deal with problems involving several concrete variables in standardized situations.~~
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 25 pounds.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

Incumbents may be required to work weekends, special events, on-call or outside of normal work schedule.

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: LEGAL ASSISTANT

CLASS CODE: 0076 / 0077

DEPARTMENT: Various

REPORTS TO: Various

FLSA STATUS: N

CIVIL SERVICE: YES

BARGAINING UNIT: SEIU or Confidential

ADOPTED: 09/04; Rev. 2/07; 8/19

History Notes: Revisions to address creation of Senior Legal Assistant and to modify MQ regarding Paralegal Certificate.



HUMAN RESOURCES – MENDOCINO COUNTY

DATE PREPARED: August 12, 2019

MEETING DATE: August 21, 2019

TO: Civil Service Commission

FROM: Heather Crapo, Human Resources Analyst

SUBJECT: HHSA Classification Study – Public Health Laboratory Technician

BACKGROUND & ANALYSIS

At the request of the Health and Human Services Agency, Human Resources has conducted a study of the duties and responsibilities assigned to the Public Health Laboratory Technician position within the Public Health Branch.

The Mendocino County Public Health Laboratory closed its doors in 2009, and the Public Health Laboratory Technician is the only remaining allocated and filled position which was associated with the lab. The incumbent of this position, Sheri Santee, has been assigned various duties since the closure, and after careful review of the Position Description Questionnaire (PDQ) submitted by Ms. Santee, it's apparent that the duties and essential functions of her position have adapted to the point where they no longer match the Public Health Laboratory Technician classification specification (*Attachment A*).

After review of several current classifications, and multiple meetings with the incumbent and Department, the Senior Health Program Eligibility Worker classification was found to be the best fit, based on the duties being completed by Ms. Santee on a regular basis. Ms. Santee independently performs complex work and specialized assignments requiring an advanced level of technical knowledge in determining client financial eligibility for health related programs. The Senior Health Program Eligibility Worker classification is a close fit for Ms. Santee's current job duties, and the creation of a new classification is therefore not justified or necessary.

As a result of the classification study, the classification specifications of Health Program Eligibility Worker and Senior Health Program Eligibility Worker were reviewed with the Department for accuracy (last modified by the Commission in May 2008). During review, it was determined both contained outdated language, which has been updated to modernize the specifications. The proposed modifications do not change the work being performed by the incumbents, but rather provide a more comprehensive specification.

Based on the recent review, the Department is requesting to make modifications to the minimum requirements, and updates to the duties and essential job functions in each classification. Slight

modifications to the classification specifications have also been requested to ensure all major job duties and functions being completed by Ms. Santee are incorporated.

Human Resources supports these changes, and has modified the classification specifications (*Attachments B & C*) to reflect the recommendation.

RECOMMENDATION

It is recommended that the Commission adopt the modifications to the classification specifications of Health Program Eligibility Worker and Senior Health Program Eligibility Worker as presented, or as amended by the Commission.

It is further recommended that the Commission authorize the reclassification of the current Public Health Laboratory Technician incumbent, Sheri Santee, to Senior Health Program Eligibility Worker.

It is also recommended that the Commission approve the abolishment of the classification of Public Health Laboratory Technician.



PUBLIC HEALTH LABORATORY TECHNICIAN

Class Code:
4008

SALARY RANGE

\$16.11 - \$19.58 Hourly
\$1,288.80 - \$1,566.40 Biweekly
\$33,508.80 - \$40,726.40 Annually

THE POSITION:

JOB SUMMARY AND DISTINGUISHING FEATURES:

Performs moderately difficult administrative and laboratory support functions which includes processing claims data; processing accounts payable through the financial system; ordering supplies and processing payment for same; maintaining specialized medical billing systems; and processing specimen accessioning.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

All responsibilities may not be performed by all incumbents

- Enters billing and/or Medicare, Medi-Cal and insurance claims information into computer using specialized medical terms; mails bills and receipts incoming payments.
- Processes accounts payable by authorizing payment and entering payment information into the financial system; maintains related filing systems and makes journal entries.
- Order supplies by generating requisitions and processing payments.
- Processes payroll/time sheets by tracking and/or verifying hours and entering information into payroll system.
- Posts and balances accounts receivables, reconciles with general ledger and deposits funds.
- Audits payable, claims, purchase orders and/or invoices, checking for accuracy of data entry and adherence to County policies and procedures.
- Creates and types letters, memos, charts, labels, reports, purchase orders, requisitions, forms or other correspondence on a computer or typewriter.
- Opens, stamps, sorts, and distributes incoming, interoffice, and outgoing mail.
- Edits and proofreads documents to ensure accurate data entry and patient reports.
- Prints checks, obtains signatures and distributes same through mail and or pick up.
- Processes specimen accessioning and places specimens in appropriate receptacles.
- Serves as liaison with information technology staff, coordinating needs and hardware/software installation.
- Researches and corrects errors.
- Prepares complex, routine and non-routine reports (including annual reports) as requested utilizing a variety of software; receives, sorts, and summarizes material for the preparation of reports; prepares work reports; creates data structures, forms and spreadsheets; relays and interprets administrative decisions, policies and instructions.
- Enters and retrieves information from a computer terminal; uses the computer system to retrieve a variety of daily, monthly and yearly reports.
- Files and retrieves documents in an orderly fashion so that materials can be easily located.
- Photocopies reports, charts, memos, and other various documents for staff and other agencies/organizations.
- Serves as receptionist and initial contact for public and department inquiries; disseminates a variety of information to various agencies, division, or departments via telephone, mail or FAX.
- Organizes committee meetings; takes minutes; assists with research, preparation and revisions regarding presentation materials.
- Maintains office machines.
- May serve as backup for other positions within the department.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal	Typewriter	Postage Machine
General Office Equipment	Adding Machine	Refrigerator/Freezer
Autoclave	Dishwasher	Oven
Water System		

MINIMUM QUALIFICATIONS REQUIRED:**Education and Experience:**

High school diploma or GED; and,

Two to three years of experience performing general medical office duties such as routine accounting functions, typing, filing, and answering telephones; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

None

KNOWLEDGE, SKILLS, AND ABILITIES:**Knowledge of:**

- Policies and procedures, codes, ordinances and departmental operating standards in assigned department.
- Record keeping, report preparation, filing methods and records management techniques.
- Medical terminology.
- Medicare and Medi-Cal billing policies and procedures.
- Metric measurements.
- Customer service techniques.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- General office procedures, policies and practices, as well as basic knowledge of computer and other general office equipment.
- Applicable state, federal and local ordinances, laws, rules and regulations.
- Basic principles and practices of accounting.
- Standard business and laboratory arithmetic, including percentages and decimals.
- All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving office administrative situations and problems.
- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Using a typewriter and/or word processing software and equipment.
- Operating and routine maintenance of general office machines such as copiers, facsimile machines (FAX), and telephone systems.
- Using a computer to accurately and rapidly enter and retrieve data and information.
- Communicating orally with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

Mental and Physical Abilities:

- Ability to read and comprehend instructions, routine correspondence and memos.
- Ability to understand and carry out oral and written instructions.
- Ability to establish and maintain effective working relationships with others.
- Ability to deal with problems involving several concrete variables in standardized situations.
- While performing the duties of this position, the employee is required to regularly speak, listen, smell and possess shape perception and discrimination, color perception, sound perception, and texture perception and discrimination.

- While performing the duties of this position, the employee is frequently required to stand, walk, and use fingers and/or objects, tools and/or controls.
- While performing the duties of this position, the employee is often required to sit and reach with hands and is required to frequently lift and/or move objects weighing up to 20 pounds.
- While performing the duties of this position, the frequently drive and/or travel in a vehicle.

OTHER INFORMATION:**Working Conditions:**

While performing the duties of this position, the employee works indoors and is not exposed to outside weather conditions.

While performing the duties of this position, the employee is frequently exposed to bodily injury from moving mechanical parts of equipment, tools, or machinery.

While performing the duties of this position, the employee is frequently exposed to fumes, toxic or caustic chemicals, risk of electrical shock, and exposure to infectious diseases.

While performing the duties of this position, the employee is exposed to different temperatures due to laboratory environment requirements.

The noise level while performing these duties is generally loud due to the variety of laboratory equipment in use.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: PUBLIC HEALTH LABORATORY TECHNICIAN

DEPARTMENT: PUBLIC HEALTH

FLSA STATUS: N

REPORTS TO: LABORATORY DIRECTOR

DATE: 01/00

CIVIL SERVICE: YES

BARGAINING UNIT: SEIU



HEALTH PROGRAM ELIGIBILITY WORKER Classification Specification

JOB SUMMARY:

Under general supervision, determines client financial or medical eligibility for health related programs such as Women, Infants and Children (WIC), ~~or~~ California Children Services (CCS), or various Communicable Disease (CD) programs; duties include receiving and reviewing referrals for health related program eligibility and service needs; determining eligibility for programs; explaining procedures and policies; and making appropriate referrals; and serves as liaison between staff and clients/patients, and pPerforms other duties as assigned.

DISTINGUISHING CHARACTERISTICS:

The Health Program Eligibility Worker series is distinguished from other eligibility worker classifications by differing of duties due to the variance in programs for which they determine eligibility. The Health Program Eligibility Worker differs from the Senior Health Program Eligibility Worker in that the latter is the advanced-journey level performing the most difficult, complex, and specialized duties assigned to the series, and may act as a lead worker.

SUPERVISION EXERCISED:

This classification does not exercise supervision.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

Duties may include but are not limited to the following:

In all assignments:

- Answers incoming telephone calls and greets visitors and the public; provides customer service and support; responds to inquiries and or directs individuals to the appropriate area or assists them with information, providing applications, or answering questions.
- Processes and completes assessment and intake forms; collects a variety of information in person or over the telephone, answers client questions, schedules assessment appointments; determines initial eligibility for program (s); continues to determine eligibility as required.
- Reviews s plans and applications to ensure completeness and compliance with applicable laws and regulations.
- Enters and retrieves a variety of complex information into a computer ~~terminal~~.
- Provides education, advocacy services, and or technical advice to clients; refer clients to appropriate services.
- Prepares, tracks and mails appropriate letters, reminders, documents, and other materials; maintains files for orientations, assessments, current and closed client files.
- ~~Oversee and e~~Ensures reporting requirements are met; requires coordination with medical health, law enforcement and State agencies.
- Assists state licensed and/or registered health staff in case or project management for medical or nutrition services.
- Prepares routine and non-routine reports and correspondence, as needed.
- Assists with arranging, coordinating, and conducting outreach services for clientele when as needed.
- Communicates both orally and in writing with clients and others related to the initial and ongoing eligibility determination while maintaining confidentiality.
- Orders office supplies to maintain sufficient inventory for office use.
- May act as an interpreter in contacts involving non-English speaking clients ~~of the agency.~~
- Performs other related duties as assigned.

When assigned to WIC

- Assesses client's nutritional intake, evaluates diet and checks growth; issues Women, Infants and Children (W.I.C.) ~~vouchers~~ benefits;
- Assists clients in determining goals; conducts one on one counseling sessions; prepares and teaches classes; leads support groups and travels to outlying sites.
- ~~Assists staff~~ Works collaboratively or independently in conducting clinics, screening activities, and health

education classes.

When assigned to CCS

- Works in collaboration with other health providers and other community agencies in assessing and referring patients requiring assistance with special problems; confers with Public Health nurses on difficult cases and makes recommendations on follow-up plans.
- Determines potential eligibility for SSI, Medi-Cal and Denti-Cal programs and makes referrals, as necessary.
- Receives referrals from providers, hospitals, parents, etc., and enters information into computer; generates appropriate **documentation and reports**.

When assigned to CD:

- Client care coordination of clients in the AIDS Drug Assistance Program (ADAP); travels to outlying sites to determine potential eligibility by reviewing income, medical, and other program related documents; advises clients to apply for additional insurance assistance and/or programs when applicable; assists individuals with completing complex applications by utilizing ADAP guidelines and computer system; provides resources and knowledge to clients.
- Receives, reviews, and assists with assigning labs for new communicable disease cases coordinating with the Public Health Officer, Public Health Nurses, hospitals, providers, clinics, or others for additional information needed for investigating and reporting to the California Department of Public Health (CDPH).
- Processes new HIV/AIDS lab testing results, determines if reports are complete, and follows up with providers when additional testing is needed; investigates and gathers information to determine if there is a new case to report to the Office of AIDS (OA).
- Assists clients in completing applications for the Medical Marijuana Identification Card (MMIC) program; processes applications utilizing State and County MMIC protocols, procedures, and forms.
- Receives and properly packages tick specimens and delivers to courier for transportation and testing.

MATERIAL AND EQUIPMENT USED:

- Computer
- General Office Equipment
- Shredder

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

High School diploma or GED; ~~and~~AND

~~s~~Six (6) months of ~~progressively responsible~~-related experience performing clerical or front office duties in a health care setting or determining program eligibility, ~~-or~~OR, a combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Some positions may require the ability to communicate in a second language as an interpreter.

Licenses and Certifications:

~~None~~

Valid Driver's License

When assigned to WIC:

~~Completion of nutrition or lactation programs, classes and or certification programs~~

Successful completion of both WIC Nutrition Assistant (WNA) **AND** Certified Lactation Counselor certifications within one (1) year of appointment to the class.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Applicable state, federal and local ordinances, laws, rules and regulations.
- Resources, community agencies and health care and other services.
- Needs, problems, and barriers to health care for low-income and minority populations.
- Phone etiquette and interview techniques.
- All computer applications and hardware related to performance of the essential functions of the job.
- Office procedures including filing, record keeping and scheduling of appointments.

When assigned to CCS

- Process of application for SSI, CCS, Medi-Cal, Denti-Cal, and other health care coverage.
- Medical conditions, terminology and treatment approaches.

Skill in:

- Organizing work, setting priorities and following up on assignments with a minimum of direction.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Communicating clearly and effectively, both orally and in writing.
- Maintain confidentiality in accordance with legal standards and/or county regulations.
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.
- Creating spreadsheets and presentation materials
- Applying basic math principles of addition, subtraction, multiplication, division, percents and decimals.

Mental and Physical Abilities:

- Ability to sSpeak effectively and respond to questions.
- Ability to understand and carry out written and oral instructions, giving close attention to detail and accuracy.
- Ability to establish and maintain professional effective working relationships with agency staff, clients and others.
- Understand and respect cultural differences resulting from medical, financial, cultural and other factors.
- While performing the essential functions of this position, the employee is required to regularly speak and listen.
- Deal with problems involving several concrete variables in standardized situations.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 25 pounds.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

~~CURRENT: While performing the duties of this position, the employee works indoors and is not exposed to outside weather conditions. The noise level while performing these duties is generally moderate.~~

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: HEALTH PROGRAM ELIGIBILITY WORKER

CLASS CODE: 4094

DEPARTMENT: ~~PUBLIC HEALTH~~ HEALTH AND HUMAN SERVICES AGENCY

REPORTS TO: VARIOUS

FLSA STATUS: N

CIVIL SERVICE: YES
BARGAINING UNIT: SEIU
ADOPTED: 01/00; REV. 05/08

History Notes:



SENIOR HEALTH PROGRAM ELIGIBILITY WORKER Classification Specification

JOB SUMMARY:

Under ~~general~~ limited supervision, performs the most complex work and specialized assignments requiring an advanced level of technical knowledge in determining client financial or medical eligibility for health related programs such as Women, Infants and Children (WIC), ~~or~~ California Children Services (CCS), or various Communicable Disease (CD) programs; duties include receiving and reviewing referrals for health related program eligibility and service needs; determining eligibility for programs; explaining procedures and policies; and making appropriate referrals; and serves as a lead worker. Performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is the lead or advanced-journey level in the Health Program Eligibility Worker series. ~~In an advanced-journey level assignment, incumbents~~ in this class are expected to independently perform the most difficult, complex, and specialized duties and assignments. Incumbents may provide lead direction to lower level staff including training, assigning, directing, and reviewing the work of staff.

SUPERVISION EXERCISED:

No direct supervision; may exercise technical lead direction over Health Program Eligibility ~~w~~Workers and/or Staff Assistants. ~~but do not provide direct supervision.~~

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

Duties may include but are not limited to the following:

In all assignments:

- Perform the most difficult and complex work in area of assignment; provides lead direction, guidance, training and assistance to other staff to determine eligibility of applicants and recipients for health related programs.
- Oversees, ~~and~~ coordinates, and ensures reporting requirements are met; including requires coordination with medical health, law enforcement, and State agencies.
- Reviews plans and applications ~~for to ensure~~ completeness and compliance with applicable laws and regulations.
- ~~Processes and completes assessment and intake forms; meets with parents to determine financial eligibility for program; prepares and mails letters; answers questions; maintains files; determines financial and residential eligibility on an annual basis. Processes and completes assessment and intake forms; collects a variety of information in person or over the telephone, answers client questions, schedules assessment appointments; determines initial eligibility for program(s); continues to determine eligibility as required.~~
- Provides education, advocacy services, and/or technical advice to clients; ~~Refers~~ clients to appropriate services.
- Assists state licensed/registered health staff in case or project management for medical or nutrition services
- ~~Processes and completes assessment and intake forms; performs telephone or in-person intake interviews; prepares and mails letters of reminder; schedules assessment appointments; answers questions; maintains file card catalog for orientations, assessments, current and closed files. Prepares, tracks and mails appropriate letters, reminders, documents, and other materials; maintains files for orientations, assessments, current and closed client files.~~
- Prepares routine and non-routine reports and correspondence as needed.
- Answers incoming telephone calls and greets visitors and the public; provides customer service and support; responds to inquiries and/or directs individuals to the appropriate area or assists them with information, providing applications, or answering questions.
- Assists with arranging, coordinating, and conducting outreach services for clientele when needed.
- Communicates both orally and in writing with clients and others related to the initial and ongoing eligibility determination while maintaining confidentiality.
- Enters and retrieves a variety of complex information into a computer terminal. (moved from CCS

section)

- Orders office supplies to maintain sufficient inventory for office use.
- May act as an interpreter in contacts involving non-English speaking clients.
- Performs other related duties as assigned.

When assigned to WIC:

- Leads, directs and participates in performing nutrition and health services including: determines eligibility for programs by reviewing medical information, income information and other related documents and requests additional information as needed.
- aAssesses nutrition, evaluates diet and checks growth; issues Women, Infants and Children (W.I.C.) vouchersbenefits.
- aAssists clients in determining goals; provides referrals; conducts one on one counseling sessions; prepares for and/or teaches classes; and travels to outlying sites.
- Assists staffWorks collaboratively or independently in conducting clinics, screening activities, and/or health education classes.
- Provides counseling and educational material on health-related topics; teaches classes and leads support groups.
- Participates in a quality improvement initiative; checks that program recipients are receiving appropriate services, and tracks recipients for six (6) months.

When assigned to CCS

- Leads and processes complex applications or requests for program(s) service, reviews for completeness, and determines appropriate action; certifies for eligibility for services as appropriate; initiates appropriate actions based upon internal priority of duties; initiates and closes case or project files; maintains client records and narrative records.
- Works in collaboration with other health providers and/or other community agencies in assessing and referring patients requiring assistance with special problems; confers with Public Health nurses on difficult cases and makes recommendations on follow-up plans.
- ~~Enters and retrieves a variety of complex information into a computer terminal. (moved to all assignments section)~~
- Determines potential eligibility for SSI, Medi-Cal and Denti-Cal programs and makes referrals as necessary.
- Receives referrals from providers, hospitals, parents, etc., and enters information into computer; generates appropriate documentation and reports.

When assigned to CD:

- Client care coordination of clients in the AIDS Drug Assistance Program (ADAP); travels to outlying sites to determine potential eligibility by reviewing income, medical, and other program related documents; advises clients to apply for additional insurance assistance and/or programs when applicable; assists individuals with completing complex applications by utilizing ADAP guidelines and computer system; provides resources and knowledge to clients.
- Receives, reviews, and assists with assigning labs for new communicable disease cases coordinating with the Public Health Officer, Public Health Nurses, hospitals, providers, clinics, or others for additional information needed for investigating and reporting to the California Department of Public Health (CDPH).
- Processes new HIV/AIDS lab testing results, determines if reports are complete, and follows up with providers when additional testing is needed; investigates and gathers information to determine if there is a new case to report to the Office of AIDS (OA).
- Assists clients in completing applications for the Medical Marijuana Identification Card (MMIC) program; processes applications utilizing State and County MMIC protocols, procedures, and forms.
- Receives and properly packages tick specimens and delivers to courier for transportation and testing.

MATERIAL AND EQUIPMENT USED:

- Computer
- General Office Equipment
- Shredder

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

High School diploma or GED; ~~and~~ AND

~~e~~Eighteen (18) months of ~~progressively responsible~~ related experience performing clerical or front office duties in a health care setting or determining program eligibility; ~~or~~ OR one year as a performing duties that are the equivalent to Health Program Eligibility Worker in Mendocino County; or a combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Some positions may require the ability to communicate in a second language as an interpreter.

Licenses and Certifications:

Valid Driver's License

When assigned to WIC:

~~Completion of nutrition or lactation programs, classes and or certification programs (depending on assignment)~~

Certification as both a WIC Nutrition Assistant (WNA) AND Certified Lactation Counselor required.

KNOWLEDGE, SKILLS, AND ABILITIES**Knowledge of:**

- Applicable state, federal and local ordinances, laws, rules and regulations.
- Resources, community agencies and health care and other services.
- Needs, problems, and barriers to health care for low-income and minority populations.
- Phone etiquette and interview techniques.
- All computer applications and hardware related to performance of the essential functions of the job.
- Office procedures including filing, record keeping and scheduling of appointments.

When assigned to CCS

- Process of application for SSI, CCS, Medi-Cal, Denti-Cal, and other health care coverage.
- Medical conditions, terminology and treatment approaches.

Skill in:

- Leading and directing the work of ~~subordinate employees~~ lower level staff.
- Organizing work, setting priorities and following up on assignments with a minimum of direction.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Communicating clearly and effectively, both verbally and in writing.
- Maintain confidentiality in accordance with legal standards and/or county regulations.
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.
- Creating spreadsheets and presentation materials.
- Applying basic math principles of addition, subtraction, multiplication, division, percents and decimals.

Mental and Physical Abilities:

- Ability to speak effectively and respond to questions.
- Ability to understand and carry out written and verbal instructions, giving close attention to detail and accuracy.
- Ability to establish and maintain effective professional working relationships with agency staff, clients and others.
- Understand and respect cultural differences resulting from medical, financial, cultural and other factors.
- While performing the essential functions of this position, the employee is required to regularly speak and listen.
- Deal with problems involving several concrete variables in standardized situations.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 25 pounds.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

~~CURRENT: While performing the duties of this position, the employee works indoors and is not exposed to outside weather conditions. The noise level while performing these duties is generally moderate.~~

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: SENIOR HEALTH PROGRAM ELIGIBILITY WORKER

CLASS CODE: 4095

DEPARTMENT: ~~PUBLIC HEALTH~~ HEALTH AND HUMAN SERVICES AGENCY

REPORTS TO: VARIOUS

FLSA STATUS: N

CIVIL SERVICE: YES

BARGAINING UNIT: SEIU

ADOPTED: 05/08

History Notes: