WHO SHOULD APPLY: Persons who meet the minimum qualifications (entrance requirements) as stated on this announcement may take this examination, which is competitive.

HOW TO APPLY: To learn more about the job and testing arrangements, contact the testing office shown below. Applications are available at: https://jobs.ca.gov/pdf/STD678.pdf, and may be filed in person or by mail with:

By Mail: DEPARTMENT OF HEALTH CARE SERVICES Human Resources Branch Selection Unit P.O. BOX 997411, MS 1300 Sacramento, CA 95899-7411

In Person: DEPARTMENT OF HEALTH CARE SERVICES Human Resources Branch Selection Unit 1501 Capitol Avenue, Suite 71.1501 Sacramento, CA 95814

Phone Number: (916) 327-7349

DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CalHR)

FINAL FILING DATE: Applications (Form STD. 678) must be submitted by November 27, 2017, the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the filing deadline will not be accepted.

SALARY RANGES: $9,475.00 - $13,000.00 per month

POSITION DESCRIPTION: Under administrative direction, Dental Program Consultants serve as the Department's highest level dental consultant. Incumbents provide professional advice and guidance concerning the scope and quality of dental benefits under the provisions of the California Medical Assistance Program and perform other related work.

Positions exist with the Department of Health Care Services in Sacramento.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION: It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement by November 27, 2017, the final filing date. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

NOTE: Applications/resumes MUST include “to” and “from” dates (month/day/year), time base, civil service class title(s), and range (if applicable) for all work experience. College course information MUST include title, semester or quarter units, name of institution, completion dates, and degree (if applicable). Applications/resumes received without this information will be rejected.

MINIMUM QUALIFICATIONS: Qualifying experience may be combined on a proportionate basis if the following requirements include more than one pattern and are distinguished as either I, or II, or III, etc.

Possession of the legal requirements for the practice of dentistry in California as determined by the California Board of Dental Examiners. (Applicants who are in the process of securing approval of their qualifications by the Board of Dental Examiners will be admitted to the examination, but that Board must determine that all legal requirements have been met before candidates will be eligible for appointment.) And

Either I
In the California state service:

1. One year of experience performing the duties of a Dental Consultant II, Department of Health Services; or
2. Three years of experience performing the duties of a Dental Consultant I, Department of Health Services.
Experience: Five years of experience in the practice of dentistry, including two years of administrative, supervisory, or consultant experience in a public health or welfare agency, or in a clinic, hospital, or resident institution.

GENERAL QUALIFICATIONS: In addition to the scope defined on this announcement, candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required.

EXAMINATION INFORMATION: The entire examination will consist of an Evaluation of Training and Experience (T&E) weighted 100%. No written test is required and no interview will be conducted. Candidates who meet the requirements for admittance to the examination (minimum qualifications) will be emailed a training and experience examination. The examination will be sent to the email address listed on the application. Please ensure the email address on your application is correct. Candidates are responsible for regularly checking their emails, including SPAM/Junk folders, to ensure receipt of the examination, which will be sent via Survey Monkey. The examination is designed to elicit specific information regarding each candidate’s education and experience relative to the testing classification. Responses to the examination will be assessed based on pre-determined rating criteria. In appraising the relative qualifications of candidates, consideration will be given to the extent and type of pertinent experience and education over and above that which is required under "Minimum Qualifications."

The Department of Health Care Services reserves the right to revise the examination plan to better meet the needs of the service if circumstances under which this examination was planned change. Such a revision will be in accordance with civil service law and rules and all competitors will be notified.

SCOPE: In addition to evaluating the candidate’s relative abilities as demonstrated by quality and breadth of experience, emphasis will be placed on measuring, relative to job demands, each competitor’s:

Knowledge of:
1. HIPAA laws and regulations to ensure confidentiality of all personal health records and information
2. The current standards of care/practice for dental procedures to accomplish program goals and objectives
3. The structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar to communicate professionally and effectively
4. Clinical dentistry in order to effectively manage and support the Medi-Cal dental program
5. Microsoft Office Suites, Internet, and Intranet to complete assignments
6. Principles and procedures of planning, design, and quality improvement methodologies in order to assess the quality of care and services and ensure compliance with applicable requirements and regulations
7. Interrelationships of federal, state, and local professional health and welfare agencies and the programs and services of such agencies in order to meet program and department goals
8. Dental programs and services in order to be responsive to inquiries from various stakeholders
9. Arithmetic, statistics and their applications in order to interpret and provide data
10. Policy analysis and development to meet the goals of the department
11. Completed staff work for the purpose of analysis related to policy, procedures, legislation, and program proposals in order to best serve the department

Skill to:
1. Communicate in a professional and effective manner with others (e.g., staff, management, outside agencies, public, etc.) by handling questions and concerns with speed and professionalism, utilizing tact, interpersonal skills, collective legal reasoning, and expertise, to establish and maintain solid and effective working relationships in all situations
2. Express thoughts succinctly with concepts well organized and fact-based in order to communicate effectively
3. Gather, interpret, and analyze complex or technical data clearly and concisely in order to render professional opinions
4. Identify complex problems and review related information to develop and evaluate options and implement solutions
5. Break down information or data into separate parts in order to identify the underlying principles, reasons, or facts of information
6. Prepare clear, concise, and accurate reports to express facts and ideas in a succinct and organized manner
7. Learn rapidly in a high volume, constantly changing environment in order to function professionally and efficiently
8. Review summaries and reports and make decisions to solve problems and/or to achieve work objectives
9. Translate or explain data and its usages in order to disseminate information
10. Operate a variety of office machines (e.g., computers, calculators, copiers) in order to complete assigned tasks

Ability to:

1. Maintain confidentiality per HIPAA, DHCS Departmental policy, and applicable federal and local laws, at all times, to ensure the safety of individuals’ protected health information
2. Maintain records, including confidential records, records of services provided, and behavioral data to comply with HIPAA and organizational requirements
3. Work with beneficiaries, family members, community and health care organizations in order to provide collaborative care
4. Serve as lead person to provide training, guidance, and consultation to other staff and department management in order to coordinate projects
5. Listen to and understand information and ideas presented to others through spoken words and sentences to facilitate an open exchange of ideas
6. Work independently to complete assignments accurately in a timely and efficient manner
7. Think independently and creatively to understand and solve issues
8. Analyze situations accurately and take appropriate action in order to accomplish work goals
9. Plan and organize a workload that consists of multiple cases with specified deadlines in order to meet departmental needs
10. Testify at trials, hearings, and related meetings regarding dental issues in order to comply with departments or other requests
11. Combine pieces of information to form general rules or conclusions
12. Keep up-to-date with technology in order to make recommendations and apply new knowledge to the job
13. Establish and maintain effective working relationships with management, staff, and those contacted during the course of work to maintain a professional work environment
14. Encourage and facilitate cooperation and teamwork to create a positive work environment
15. Accept criticism and deal calmly and effectively in high stress situations in order to help maintain and improve the professional work environment
16. Consult with difficult providers and beneficiaries in order to clarify treatment issues
17. Handle multiple issues simultaneously by evaluating, prioritizing, responding and/or delegating, if appropriate, to facilitate day to day operations

ELIGIBLE LIST INFORMATION: Possession of the entrance requirements does not assure a place on the eligible list. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. A departmental open list will be established for use by the department(s) listed on this announcement. The list will expire 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first.

VETERANS PREFERENCE: Effective January 1, 2014, veterans’ preference will be awarded as follows
1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veterans’ preference.
2. An entrance examination is defined, under the law, as any open, competitive examination.
3. Veterans’ preference is not granted once a person achieves permanent civil service status.

Directions for applying for veterans’ preference credits are provided on the Veterans Preference Application form (Std. Form 1093), which is available from the California Department of Human Resources or the department shown on this announcement.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD device.

The California Relay (Telephone) Service for the deaf or hearing impaired:
MCI from TDD: 1-800-735-2929  MCI from voice telephone: 1-800-735-2922
Sprint from TDD: 1-888-877-5378  Sprint from voice telephone: 1-888-877-5379