The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service, and the special trust placed in public servants.

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

Phone Number:  (916) 345-7232

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

FILING DEADLINE: Testing is considered continuous as dates can be set at any time. The testing office will accept applications continuously; and will notify and test applicants as needs warrant. However, pre-established filing dates are scheduled every three months. The filing dates are:

March 29, 2019         June 28, 2019         September 30, 2019         December 30, 2019

TESTING PERIOD: Once you have taken the examination, you may not retest for 24 months from the established list date.

SALARY RANGE: $6,384 - $8,428 per month

POSITION DESCRIPTION: Under general direction, the Nurse Consultant II provides complex nursing consultation and technical assistance to public and private agencies on the provision of health services. The incumbent administers, organizes, monitors, and evaluates programs and studies on the delivery of health services. The incumbent may also serve in a lead capacity to
Nurse Consultants and other health-related multidisciplinary staff; develops and evaluates program standards, policies, and procedures; and does other related work.

Positions exist with the Department of Health Care Services state wide.

**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 on the date you submit your application. 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, number of 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 an active valid license as a registered nurse in California. (Applicants who do not meet this requirement will be admitted to the examination, but they must secure the required license before they will be considered eligible for appointment.)

AND

A baccalaureate or higher degree in nursing from a school of nursing approved by the National League for Nursing (NLN), or its equivalent for foreign graduates. Applicants who received a baccalaureate degree in a health-related field prior to 1990 and possess a California State Public Health Nurse Certificate may substitute for the baccalaureate in nursing (BSN). Thereafter, the baccalaureate or higher degree must be in nursing from a school of nursing accredited by the NLN, or its equivalent for foreign graduates.

AND

Possession of a master’s degree in a health-related field such as: nursing, public health, health care services, health care administration, or hospital administration. All degrees must be from an accredited institution approved by the Council for Private Postsecondary and Vocational Education under the provisions of California Education Code, Chapter 3, Part 59, and Division 10.

AND

Either I
Two years of experience performing the duties of a Nurse Consultant I in the California state service.

Or II
Four years of professional registered nursing experience at least two years of which shall have been in an administrative, consultative, teaching, or supervisory capacity. (One additional year of graduate work in group dynamics, interpersonal relations, or other courses relating to the consultative process in nursing, may be substituted for one year of the required general nursing experience.)

**NOTE:** If qualifying under Pattern II, applications/resumes must include a detailed description of duties serving in position(s) in an administrative, consultative, teaching, or supervisory capacity in your professional registered nursing experience. Any additional attached pages must be signed and dated by applicant certifying statements made are true and complete. Applications/resumes received without this information may be rejected.
DESI RABLE QUALIFICATIONS: Professional nursing experience in a local health department or other community health agency.

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 examination will consist of a Supplemental Application (SA) weighted 100%. Candidates who meet the requirements for admittance to the examination (minimum qualifications) will be emailed a link to the Supplemental Application, which is designed to elicit specific information regarding each candidate's education and experience relevant to the testing criteria.

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. Responses to the Supplemental Application will be competitively assessed based on pre-determined rating criteria.

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

SCOPE: Ratings will be determined based on the depth and breadth of professional education and experience beyond what is minimally required. Emphasis will be placed on measuring, relative to job demands, each competitor's:

Knowledge of:
1. Group processes, including directing the work of others, problem solving, and gathering input from group members
2. Basic principles and methodologies in the systematic research process, including use of the internet for scholarly materials and basic information, in relationship to current medical and nursing practices to identify the accuracy of, or dispute information
3. Skilled nursing needs of the aged, chronically ill, and disabled communities to provide quality care for patients
4. The principles, methods, and procedures of current nursing practices, in the areas of case management, quality improvement, basic research, quality assurance, and utilization review to provide competent health care practices to the community
5. The roles, responsibilities, and interrelationships of the various health disciplines and health agencies in order to address important issues and concerns, and facilitate the scope of work and objectives
6. Quality assurance methodology and principles to assess the quality of care and services, and ensure compliance with health care standards
7. Medi-Cal provider and claims process to understand payment of services
8. US Code of Federal Regulations Title 42, Social Security Act 1915c, and California Code of Regulations Title 22 to implement health care programs
9. State and federal legislation related to health services to understand the impact on such programs
10. Completed staff work for the purpose of analysis related to medical policies, procedures, legislation, and health care program proposals in order to best serve the Department
11. The Medi-Cal program to comprehend the implementation of administration and adjudication of claims for fee-for-service and managed care models

12. Cultural and sociological patterns that affect health programs to promote cultural and sociological awareness in health care, and aid in the creation of appropriate policies in the promotion and implementation of health care programs

13. The principles of current health care in California to include advances in medical and nursing care and research to apply current practices and corresponding technologies in delivering quality health care

Skill to:
1. Communicate in a professional and effective manner with others (e.g. staff, management, outside agencies, public) 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. Comply with mandated HIPAA requirements to protect sensitive data and private information

3. Elicit the perspective of stakeholders (e.g. children, families, advocates, DHCS program staff) through effective communication skills in order to build effective rapport

4. Prioritize activities on a day-to-day, month-to-month, and annual basis to complete tasks in a timely manner, and meet deadlines

5. Interpret complex clinical nursing information and convey this information in layperson’s terminology to help individuals understand the information

6. Research information and/or data to analyze accuracy, and validate or invalidate content connected to daily duties, assignments, projects, etc.

7. Assess health care problems, procedures, and treatments in order to improve the quality of care for recipients

8. Analyze and interpret clinical data, policies, procedures, and administrative information in order to arrive at logical conclusions

9. Use a computer and various software programs, such as Microsoft Office Suite, to complete daily duties, retrieve and review electronic records, and utilize health care technologies

10. Manage individual and group situations (work or non-work related) which may arise and threaten the accomplishment of departmental goal(s)

11. Provide clear and concise information to branch and division chiefs and maintain diplomacy on complex medical or nursing issues and/or media-sensitive matters to preserve relationships and prevent worsening of significant program concerns

12. Prepare documents in a format using departmental guidelines and protocols to maintain consistency and organization in presenting information

13. Conduct needs assessments in order to provide evaluations and make recommendations

14. Review summaries and reports (i.e. medical, financial) and make decisions to solve problems and/or achieve work objectives

15. Act as a Subject Matter Expert to collaborate with others to achieve the Department’s goals

16. Recognize the difference between negligence and poor-quality care that compromise patient safety in order to recognize and resolve issues

17. Provide information to staff and managers on the activities of the Department to keep everyone informed

Ability to:
1. Work independently and autonomously to perform job duties without supervision and/or with little direction
2. Communicate effectively in written form with varying levels of staff and others to articulate one's position, knowledge, abilities, and opinions
3. Write a clear and concise issue memo to communicate policies and procedures in an organized manner
4. Express thoughts succinctly with concepts that are well organized and fact-based in order to communicate effectively
5. Effectively communicate orally with varying levels of staff and others to articulate one's position, knowledge, abilities, and opinions
6. Solve problems, using critical thinking and practical applications, to evaluate and develop alternate solutions
7. Direct, facilitate, and participate in group activities at all levels of the organization to effectively lead discussions and implement collaborative tools (e.g. instruction, information, team building)
8. Assist administrators in meeting community health needs to build good rapport with targeted communities within the public
9. Interpret data/statistics to implement various health care programs and resolve issues
10. Utilize nationally accepted health care standards, education, and experience to develop recommendations for improvement of quality of care and delivery of services

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. Names of successful competitors are merged into the list in order of final scores regardless of the date. Eligibility expires 24 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