



**ANNOUNCEMENT FOR OPEN TESTING
HEALTH PROGRAM SPECIALIST I
CONTINUOUS TESTING**

KH10 - 8338 4HAAA

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

In Person:

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

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 two months. The filing dates are:

February 28, 2020 April 30, 2020 June 30, 2020 August 31, 2020
October 30, 2020 December 30, 2020

TESTING PERIOD: Once you have taken the examination, you may not retest for **12** months from the established list date.

SALARY RANGE: \$5,656 - \$7,080 per month

POSITION DESCRIPTION: Incumbents at this level function as highly skilled, technical program consultants in areas of extreme sensitivity, and with responsibility for coordinating the development of broad policy with multiple departmental, immediate and long-range impacts. Positions at this level

are those where the level of expertise required is definably greater than that for any other supervisory position at this level, and the function performed is critical to the department's basic mission.

Positions exist with the Department of Health Care Services in **Sacramento and Los Angeles.**

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 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.

Either I

One year of experience in the California state service performing duties equivalent to Associate Health Program Adviser. (Applicants who have completed six months of service performing the duties as specified above will be admitted to the examination, but they must satisfactorily complete one year of this experience before they can be eligible for appointment.)

Or II

Experience: Three years of progressively responsible experience in health program administration, at least one year of which shall have been with major responsibility for a significant program such as is normally found in a complex or departmentalized medical care delivery setting or health institution or organization. (Possession of a Doctoral Degree in Public Health, Health Administration, Health Planning, Public Administration, or a closely related health professional field may be substituted for up to one year of the required general experience.)

AND

Education: Possession of a Master's Degree in Public Health, Health Administration, Hospital Administration, Comprehensive Health Planning, Public Administration, or a closely related health professional field. (One year of additional specialized qualifying experience may be substituted for the required master's degree.)

NOTE: Applicants using education to meet the minimum requirements must provide a copy of their degree or transcripts.

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 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 training 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 training and experience 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: 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. Software programs to complete reports, analyze data, conduct research, and communicate with others (e.g., Windows, Word, Excel, Access, PowerPoint)
2. Methods of preparing various reports to effectively respond to written requests for information
3. Data gathering techniques and research methods to ensure accuracy and the validity of outcomes
4. General group dynamics in order to work effectively with teams and committees
5. State and federal laws and regulations as they relate to health care
6. Various programs related to health care services, including mental health, substance use disorder services, and long-term care
7. Personnel/project management to lead and complete projects of high complexity
8. Methods of preparation and planning for coordinated programs with various entities (i.e., state and federal agencies, private agencies, health care providers)
9. Legislative processes to effectively act in the interest of the Department in assisting with the development of health care programs, policies, and procedures
10. Procedures involved in the planning, implementation, and monitoring of health-related programs
11. Methods of evaluating program effectiveness to ensure that department goals and objectives are being met
12. Basic statistics to develop and interpret statistical analysis of policies and programs
13. Principles and methods of public administration to develop cooperative working relationships
14. Procedures involved in assessing health program needs and resources in order to provide the appropriate type of service
15. Effective policy development to improve overall health services
16. Procedures involved in establishing effective community/stakeholder relationships
17. Principles and methods of organization to effectively manage various health programs, studies or projects
18. Departmental and program objectives to anticipate future needs and effectively develop and implement a course of action
19. The Department's administrative processes to effectively implement and oversee various health-related projects and programs

Skill to:

1. Communicate effectively in writing in order to provide feedback to internal and external stakeholders
2. Prepare clear, concise, and accurate reports, correspondence, and other job-related documents for a variety of audiences
3. Communicate effectively orally in order to disseminate information to internal and external stakeholders

4. Interpret complex documents/reports (i.e., legislation and regulations, research and evaluation studies, budgets and accounting documents, grants, and proposals) and apply pertinent information to programs, projects, etc.
5. Give clear and accurate instructions/directions to a variety of audiences
6. Review summaries and reports, and make decisions to solve problems and/or achieve work objectives
7. Make formal presentations and recommendations to management, staff, and the public
8. Conduct research using various informational resources, and interpret collected data to determine areas of need for the program and the public
9. Lead and facilitate internal and external workgroups to accomplish program goals and objectives
10. Organize data to effectively track and implement program changes
11. Analyze proposed legislation, regulations, and health program standards in order to determine possible impact on the Department
12. Formulate policies, standards, rules, and regulations related to departmental health care programs
13. Monitor and evaluate health programs and projects to ensure objectives are being met
14. Develop, promote, and implement new policies, procedures, and assorted health care programs
15. Analyze administrative issues and recommend effective courses of action
16. Conduct needs assessments in order to identify, develop, and make recommendations for appropriate health care policies
17. Develop health care projects that would improve the provision of services to beneficiaries

Ability to:

1. Handle sensitive and confidential issues and/or materials when obtaining information from multiple sources
2. Be flexible in adapting to changes in priorities, work assignments, and other work demands
3. Work professionally within the Department's code of conduct
4. Complete assigned tasks in a timely and efficient manner in a dynamic environment
5. Respond accurately in a timely manner to both verbal and written requests received from various sources
6. Work independently and perform duties with minimal supervision
7. Work well under pressure and handle stressful situations without sacrificing work productivity and efficiency
8. Reason logically and creatively when interpreting and summarizing complex information in order to make informed decisions
9. Provide thorough and accurate information to internal and external stakeholders
10. Use logic and reasoning to identify strengths and weaknesses of alternative solutions, or approaches to problems, in order to identify effective courses of action or solutions
11. Provide consultation and technical assistance to internal and external stakeholders
12. Use relevant information and individual judgment to formulate appropriate solutions, and determine the best course of action
13. Identify policy/program issues and needs in order to formulate solutions
14. Apply laws, regulations, policies, and procedures to various programs and projects
15. Act as program liaison with staff and management in other programs at the federal, state, and local levels to provide information on health care programs and policies
16. Establish and maintain confidence and cooperation of internal and external stakeholders
17. Consider the relative risks, costs, and benefits of potential actions in order to choose the most appropriate
18. Understand how the political environment impacts, or influences, the Department or its programs to effectively respond to sensitive issues
19. Serve on task forces and committees as a program representative

20. Gain support and cooperation of the public, partner agencies, and stakeholders relative to health care programs.
21. Conceptualize innovative program implementation strategies through knowledge of best practices

Personal Characteristics:

1. Detailed and thorough in completing work tasks
2. Discretion in handling of sensitive or confidential information
3. Tact in dealing with colleagues, stakeholders, outside agencies, and the public
4. Willingness to learn and accept increasing responsibility
5. Exercise good judgment and integrity when making decisions or recommendations
6. Attention to detail in conducting policy and program reviews, evaluations, etc. to ensure completeness and accuracy
7. Willingness to collaborate with others
8. Dependability, self-motivation, and willingness to provide assistance and guidance to others
9. Willingness to adhere to departmental policies and procedures regarding attendance, leave, and conduct
10. Creativity and flexibility in problem identification and resolution

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