Senior Quality Management Specialist  
Napa County  
Health and Human Services Agency

REVISED TO REFLECT AN UPDATED APPLICATION DEADLINE AND ORAL EXAMINIAION DATE.

**Application Deadline**  Friday, May 13, 2016 at 5:00pm PST  
**Monthly Salary**  $6,117 - $7,327  
**Recruitment Type**  Open to the Public, Full-Time

**Tentative Examination Date**

**Oral Examination**  Week of May 30, 2016  
*Examination will be held in Napa County*

**Work Location**  Napa, California  
*Napa County is an Equal Opportunity Employer*

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**The Position**

The Senior Quality Management Specialist reviews, evaluates, and assesses the division’s performance outcomes related to In Home Supportive Services (IHSS) and Child Welfare Program service delivery. Works with these divisions in a collaborative manner with a goal toward continuous quality improvement of services. This position also reviews and evaluates documentation compliance with agency, state, federal, and other laws and regulations; and performs internal Quality Assurance auditing to these regulations; and conducts Fair Hearings for IHSS appeals. Performs other duties as assigned.

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**Minimum Qualifications**

While the following requirements outline the minimum qualifications, only applicants who demonstrate the best qualifications match for the job will be selected to continue in the recruitment process. Applicants must meet the minimum qualifications by the application deadline.

**EITHER**
A Master’s Degree in Social Services, Human Services, or a closely related field AND one year of full-time experience performing duties comparable to a Social Worker II.

OR

A Bachelor’s Degree from an accredited college or university AND two years of full-time social work casework experience in a public or private social services agency.

Additional Information

A valid driver’s license may be required at the time of appointment and employees may also be required to drive their own car, provide proof of car insurance, and a DMV clearance. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Position may require pre-employment drug testing, physical and fingerprinting for a background investigation.

MSS will conduct a secondary screening to identify the most qualified applicants based on related experience and/or education. Applicants should ensure that all their related education and experience is accounted for on the application at the time of submission and that responses to the supplemental questions are complete. Only the most qualified applicants will be invited to attend the next step in the examination process which will be the oral examination.

The existing eligible list will be replaced upon completion of this examination. The eligible list established from this recruitment will be used to fill part-time and full-time regular, limited-term or extra-help positions as vacancies occur or the need arises.

Knowledge and Abilities

The following may be tested in the examination:

Knowledge of:

- Rules and regulations governing eligibility determination and grants for various categorical aid related maintenance programs, such as Cal-WORKS, CalFresh, CMSP and Medi-Cal.
- Practice and procedures for quality assurance/quality control reviews of eligibility determination and grants for all categorical aid related maintenance programs.
- Interviewing and record keeping techniques.
- General goals and functions of public assistance agencies.
- Public welfare agency and community resources available to applicants and recipients.
- Standard office practice and procedures, including basic electronic data processing systems.
- County documentation standards and report procedures.
- Rules and regulations relating to various social service programs.
• Principles and techniques of quality assurance, including: developing standards and practices, conducting reviews and audits, reviewing processes.
• Principles, objectives, and techniques of social work.
• Individual and group behavior, human growth, development and family relationships.
• Socio-economic factors affecting individuals and families.
• Rules and regulations relating to various behavioral health and social service programs.

Ability to:

• Work independently, reason logically and accurately and use sound judgment in the performance of duties.
• Determine eligibility and grants for all categorical aid and related maintenance programs.
• Evaluate and interpret complex regulations to County employees and co-workers.
• Make arithmetic computations.
• Communicate effectively both orally and in writing and establish cooperative working relationships with those contacted in the course of work.
• Prepare formal written presentation of position.
• Analyze and apply procedures, policies and plans.
• Explain policies and procedure to staff.
• Provide effective training, as requested.
• Evaluate program activities and participate in root-cause analysis, problem resolution, or other corrective actions.
• Collect, review, and compile data to establish/identify errors; create reports and communicate findings effectively with staff at all levels.
• Handle multiple quality review cases concurrently.
• Prepare and maintain clear, concise, and comprehensive records, reports, and correspondence.
• If assigned, professionally and competently represent the County in administrative hearings
• Interact with clients professionally and appropriately.
• Work independently, reason logically and accurately and use sound judgment in the performance of duties.
• Work cooperatively with co-workers and other agencies.
• Coordinate and prioritize quality assurance-related activities.
• Interpret complex laws and regulations.
• Conduct complex reviews and produce written reports of same.
• Identify issues, develop recommendations for corrective action as necessary.
• Communicate effectively, both orally and in writing; prepare and present written and oral reports.
• Establish and maintain effective working relationships with management, staff, other departments, and other agencies.
• Perform assigned tasks with a minimum of supervision; make decisions and independent judgments.
• Interact with clients professionally and appropriately.
• Analyze situations accurately and take effective action.
• Prepare and maintain clear, concise, and comprehensive records, reports, and correspondence.

Examination Information

MSS reserves the right to revise the examination plan. The examination process may include one or more of the following components: application evaluation, computer skills assessment, supplemental questionnaire, written examination, job related exercise, and/or a structured oral examination. Candidates will be notified of any changes to the examination plan as posted on this job bulletin.

The examination components may consist of:

SECONDARY SCREENING
This examination will be weighted: Pass/Fail
Based on responses to the supplemental questions

ORAL EXAMINATION
This examination will be weighted: 100%
Categories tested may include:
• Communication (Oral and Written)
• Education, Experience, and Training
• Job Related Knowledge and Skills
• Teamwork

Examination Notification

MSS will send you an email informing you of your status once it has been determined. Candidates who apply via a paper application and do not supply us with an email address will receive all recruitment notification via United States Postal Service. Selected applicants will be invited to the next step of the examination process. If you have not received notice at least two (2) working days prior to the tentative test date, please contact Merit System Services at mss@cpshr.us.

Some positions require that all approved candidates take and pass an oral examination to continue in the recruitment process. If this job bulletin states that there will be an oral examination for this position, please note the following: Prior to being scheduled for the oral examination, you may receive an email regarding scheduling an examination time from Merit System Services, mss@cpshr.us. If you do not respond to the email sent to you by the specified deadline, or you are not available on the specified examination date, you will not be scheduled for the oral examination.
Special Testing Arrangements

Special testing arrangements may be made to accommodate applicants for disability, military, or religious reasons. If you require such arrangements, please contact MSS at mss@cpshr.us or 916-263-3614 upon notification that your application has been approved. Documentation from medical, military, school, or church officials outlining the accommodation request must be received by our office a minimum of five business days prior to a scheduled examination.

Foreign Education

Applicants who completed their education outside of the United States must submit verification of degree and/or course equivalency by the application deadline. Organizations that provide foreign education credential evaluation services can be found at www.naces.org. MSS will accept verification of degree and/or course equivalency from any of the listed member agencies. You must fax all pertinent documents to MSS at 916-648-1211 or email them to mss@cpshr.us prior to the application deadline.

About Napa County

Napa County, with a population of approximately 140,326, is located in the heart of California’s preeminent wine region; the Napa Valley is also part of the dynamic San Francisco Bay Metropolitan Area.

Napa, the County seat and the largest city within the County, has a population of approximately 78,340.

Napa County offers a sunny Mediterranean climate and proximity to the mountains and ocean; the Valley offers residents easy access to virtually unlimited shopping, dining, cultural, and recreational opportunities. The Napa Valley’s strategic location, natural and cultural resources, history of responsible land use planning and attractive quality of life provide the ideal mix of small town living and big city amenities.

How to Apply

Applicants must submit a completed MSS application, including any of the additional documents/materials indicated. Additional documents/materials are included in the online application. Apply online by logging onto www.mss.ca.gov and following the instructions.

The information you include on all recruitment and selection related documentation is an integral part of your examination and will be reviewed and evaluated based on the current job requirements. Only the education, experience, and training you list will be compared to the criteria measuring the qualifications for this job, and only applicants with the most relevant education, experience, and training will be included in each phase of the selection process. 

Therefore, it is especially important that your responses to each component of this process be
as complete and detailed as possible. Please be very careful to list all relevant education, experience, and/or training that should be taken into account for this job.

It is recommended that you apply via the online application system. Applicants without Internet access may fax a paper application to (916) 648-1211 or mail to the address below. Faxed or mailed applications will ONLY be accepted on the dates/times indicated on the front of this job bulletin. Faxing or mailing your application does not guarantee that your application will be among those approved. POSTMARKS ARE NOT ACCEPTED.

Please add emails with the extension of @cpshr.us to your safe sender email list (example: mss@cpshr.us). This will help ensure that you receive all MSS notifications. Periodically check your spam folder.

MSS is not responsible for emails that are not received, and examinations will not be rescheduled as a result of emails not being received.

Application packets may be obtained by contacting MSS, or the Social Services, Child Support, or Human Resources Department in the County.

MERIT SYSTEM SERVICES
241 Lathrop Way, Sacramento, CA 95815
Website: www.mss.ca.gov
Email: mss@cpshr.us
Phone: (916) 263-3614

Note: Your application and any additional material become the property of MSS.

Please make a copy for your file.

This job bulletin will not be available online after the application deadline.

Please print a copy for your records.

Nothing in this recruitment bulletin constitutes an expressed or implied contract. MSS reserves the right to make necessary modifications to the examination plan and/or schedule in accordance with Local Agency Personnel Standards.

Bulletin Re-Issue Date: Monday, April 18, 2016
SUPPLEMENTAL QUESTIONNAIRE

Senior Quality Management Specialist

Napa County Health and Human Services Agency
APPLICATION DEADLINE: Friday, May 13, 2016

Name: ________________________________ Date: ________________

Your responses to this supplemental questionnaire are an integral part of your examination, and will be reviewed and evaluated based on the job requirements. Applicants with the most relevant experience will be invited to the examination. It is important that your responses be as complete and detailed as possible. Please write your responses on separate sheets of 8 ½ X 11 paper, referenced to the appropriate questions, and attach them to this cover sheet. FOR ONLINE APPLICANTS, THESE QUESTIONS WILL BE INCLUDED IN THE SUPPLEMENTAL SECTION OF THE APPLICATION.

FAILURE TO RESPOND TO THIS SUPPLEMENTAL QUESTIONNAIRE AND SUBMIT YOUR RESPONSES TO MERIT SYSTEM SERVICES BY THE APPLICATION DEADLINE WILL ELIMINATE YOU FROM THE EXAMINATION PROCESS.

1. Describe your social work case management and program administrative experience working directly with the following client population(s) or programs in a school, governmental agency or a private or non-profit environment: In-Home Support Services program; Children receiving services through the Child Welfare system; Older adults and/or the disabled or Mentally Ill; and families in distress receiving assistance through Social Welfare programs. In your response, please provide the employer’s name, dates of employment (month and year), your role, and the specific duties and responsibilities performed.

2. Describe any experience you have performing duties related to program monitoring, evaluation, and/or auditing. Include in your response the employer’s name, dates of employment (month and year), your role, and the specific duties and responsibilities performed.

3. What qualities do you have that make you an effective team member? In your response, please also provide examples of two situations where you have displayed these qualities at work.

4. What types of compliance regulatory requirements do you have experience monitoring? Provide at least two specific examples.