

# County of Santa Cruz

INVITES YOU TO APPLY FOR:

## HEALTH CLIENT BENEFITS REPRESENTATIVE

Bilingual (English/Spanish) Candidates  
Encouraged to Apply

Supplemental Questionnaire Required

Open and Promotional  
Job # 23-NM6-01

Salary: \$5,406 - 6,841 / Month

Closing Date: Friday, September 22, 2023



**THE JOB:** Under direction, assist severely mentally ill and/or disabled clients apply for benefits from various federal and state programs; assist severely mentally ill and/or disabled clients obtain necessary documentation of eligibility; advocate for severely mentally ill and/or disabled clients in the application and appeals processes; and perform other duties as required. **There are currently two vacancies for this position.**

Health Client Benefits Representatives assigned to the **Clinic Services Division** serve vulnerable populations, including those who are uninsured and/or underinsured, in applying for local, state, and federal benefit programs and resource referrals that are available to them. HCBRs will work directly with clients to assess eligibility, gather information and documents required, and assist clients with completion of their applications. Clinic Services Division HCBRs will work closely with the division's staff members as well as outside agencies to coordinate and maximize the benefits that a client can receive. Other duties include generating reports, data entry and management of several databases, and maintaining knowledge of rules and regulations for local, state, and federal benefit programs that the Clinics Division refers clients to.

Health Client Benefits Representatives assigned to **Adult Behavioral Health** serve vulnerable populations by advocating on their behalf to programs such as Medi-Cal, SSDI/SSI/SSA, SDI and MCARE. HCBR review and interpret SSI/MCAL rules and regulations, complete complicated forms, coordinate care with treating providers, finalize reports and use several databases to ensure efficiency. HCBR's represent and provide direct assistance to clients during and through an application, often providing short-term case management and resource referrals for other programs. HCBR's work closely with outside agencies to prioritize the needs of clients and ensure they apply for and receive any benefits available to them.



**THE REQUIREMENTS:** Any combination of training or experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Two years of experience assisting clients apply for benefits from various federal, state, or local government sponsored programs.

**OR**

Equivalent to a degree from an accredited four-year college or university in counseling, psychology or a behavioral or social science **AND** one year experience working with severely mentally ill and/or disabled clients.

**SPECIAL REQUIREMENTS:** Upon appointment possess and maintain a valid California Class C Driver License or the employee must be able to provide suitable transportation, which is approved by the appointing authority.

**Knowledge:** Working knowledge of interviewing techniques; the problems, needs and attitudes of individuals with disabilities, including serious mental illness; and human behavior and development. Some knowledge of the philosophy, principles, objectives, and specific provisions of a variety of state and federal benefits programs; and of community resources.

**Ability to:** Effectively interview severely mentally ill and/or disabled clients to obtain pertinent program eligibility information; prepare reports, case notes and records and accurately complete complicated benefit program applications; establish and maintain effective working relationships with severely mentally ill and/or disabled clients (including those of varied ethnic and social backgrounds), families or their representatives, department staff, community agencies and others contacted in the course of work; learn, understand, interpret, apply and explain the complex laws, policies, procedures and regulations for state and federal benefit programs; communicate effectively and persuasively both orally and in writing; analyze and evaluate evidence and the facts of situations and draw sound conclusions; work independently to manage a caseload of severely mentally ill and/or disabled clients; and work with physicians and other medical staff to develop needed documentation to support disability claims.

**THE EXAMINATION:** Your application and supplemental questionnaire will be reviewed to determine if you have met the education, experience, training and/or licensing requirements as stated on the job announcement. If you meet these criteria and are one of the best qualified, you may be required to compete in any combination of written, oral and/or performance examinations or a competitive evaluation of training and experience as described on your application and supplemental questionnaire. You must pass all components of the examination to be placed on the eligible list. The examination may be eliminated if there are ten or fewer qualified applicants. If the eligible list is established without the administration of the announced examination, the life of the eligible list will be six months and your overall score will be based upon an evaluation of your application and supplemental questionnaire. If during those six months it is necessary to administer another examination for this job class, you will be invited to take the examination to remain on the eligible list.

**HOW TO APPLY:** Apply online at [www.santacruzcountyjobs.com](http://www.santacruzcountyjobs.com) or mail/bring an application and supplemental questionnaire to: Santa Cruz County Personnel Department, 701 Ocean Street, Room 510, Santa Cruz, CA 95060. For information, call (831) 454-2600. Hearing Impaired TDD/TTY: 711. Applications will meet the final filing date if received: 1) in the Personnel Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.

**Women, and people of color, and people with disabilities are encouraged to apply. If you have a disability that requires test accommodation, please call (831) 454-2600.**

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.

Some positions may require Fingerprinting and/or Background Investigation.

### **HEALTH CLIENT BENEFITS REPRESENTATIVE - SUPPLEMENTAL QUESTIONNAIRE**

The supplemental questions are designed specifically for this recruitment. Applications received without the required supplemental information will be screened out of the selection process. Employment experiences referred to in your response must also be included in the Employment History section of the application.

**Please answer the question(s) below as completely and thoroughly as possible, as your answer(s) may be used to assess your qualifications for moving to the next step in the recruitment process.**

1. Provide an example that describes your knowledge and ability applying for social security and/or Medi-Cal benefits on behalf of disabled or low functioning individuals.
2. Describe your experience working with a vulnerable population and how you advocated on their behalf.

#### **EMPLOYEE BENEFITS:**

**ANNUAL LEAVE** - 22 days first year, increasing to 37 days after 15 years of service. Available for vacation and/or sick leave.

**HOLIDAYS** - 14 paid holidays per year.

**BEREAVEMENT LEAVE** - 3 days paid in California, 5 days paid out-of-state.

**MEDICAL PLAN** - The County contracts with CalPERS for a variety of medical plans. For most plans, County contributions pay a majority of the premiums for employees and eligible dependents.

**DENTAL PLAN** - County pays for employee and eligible dependent coverage.

**VISION PLAN** - County pays for employee coverage. Employee may purchase eligible dependent coverage.

**RETIREMENT** - Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees' Pension Reform Act of 2013(PEPRA). Pension benefit is determined by final average compensation of three years. County participates in Social Security.

**LIFE INSURANCE** - County paid \$20,000 term policy. Employee may purchase additional life insurance.

**DISABILITY INSURANCE** - Employees in the General Representation Unit participate in the State Disability Insurance (SDI) program. This program is funded 100% by employee payroll deductions.

**DEPENDENT-CARE PLAN** - Employees who make contributions for child or dependent care may elect to have their contributions made utilizing "pre-tax dollars."

**H-CARE PLAN** - Employees who pay a County medical premium may elect this pre-tax program.

**HEALTH CARE FLEXIBLE SPENDING ALLOWANCE (HCFSA)** - Employees may elect this pre-tax program to cover qualifying health care expenses.

**DEFERRED COMPENSATION** - A deferred compensation plan is available to employees.

**Note: Provisions of this bulletin do not constitute an expressed or implied contract.**