

County of Santa Cruz

INVITES YOU TO APPLY FOR:



ASSISTANT FAIR HEARING OFFICER

Supplemental Questionnaire Required

Promotional Only

Job # 24-SF1-01

Salary: \$6,131 – 7,758 / Month

Closing Date: Monday, February 12, 2024

County Equity Statement

Equity in action in Santa Cruz County is a transformative process that embraces individuals of every status, providing unwavering support, dignity, and compassion.

Through this commitment, the County ensures intentional opportunities and access, fostering an environment where everyone can thrive and belong.

THE JOB: Under direction, assists in coordinating the appeal and complaint activities of the Human Services Department; represents the County in less complex client appeals of services and public assistance determinations; and performs other work as required. Incumbents in this position are responsible for providing assistance to the Fair Hearing Officer in gathering information and interviewing claimants for the more complex fair hearings, and functions as a hearing officer for less complex cases. The Assistant Fair Hearing Officer may provide vacation or other temporary relief for the Fair Hearing Officer, and do other work as required. **The list established will be used to fill the current vacancy and it may also be used to fill other vacancies during the life of the eligible list.**

The option for remote work may be available based on the type of work and operational needs, upon successful completion of probation.

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

Two years of experience equivalent to the class of Eligibility Worker III **or** one year of experience as an Eligibility Supervisor.

Special Requirements: License Requirements: Possession of a valid California Class C Driver License or the incumbent must provide suitable transportation approved by the appointing authority. **Background Investigation:** Fingerprint check. **Special Working Conditions:** Potentially hostile clients.



Knowledge: Working knowledge Thorough knowledge of procedures involved in eligibility determination and grant maintenance; principal sources of information necessary to establish eligibility for public assistance; and interviewing techniques for obtaining factual information. Working knowledge of basic laws and regulation governing the operation of a public social service agency; the basic regulations governing eligibility, grant and social/human service determination for public assistance programs; and principles of work organization and simplification. Some knowledge of administrative procedures relating to the appeal and hearing process.

Ability to: Establish and maintain professional and effective working relationships with appellants and their legal representatives, State officials, departmental staff and others contacted in the course of work; interpret, explain and apply regulations, laws and directives pertaining to public assistance programs and the provision of social services; gather information through record examination, research and interview; evaluate types of agency error or malfunction resulting in appeals; draw logical conclusions and make effective recommendations and sound decisions; present statements of fact, law and argument clearly and logically in both oral and written form; identify and be responsive to client needs while maintaining confidentiality; establish priorities and schedule work to meet deadlines in accordance with State mandated requirements; maintain systematic and accurate records and apply input procedures connected with the department's computerized record keeping system.

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 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, 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.

ASSISTANT FAIR HEARING OFFICER – 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.

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

1. What is your level of knowledge and experience working with Human Services Programs, such as: CalFresh, CalWorks, General Assistance, MediCal, IHSS, Foster Care and Employment Services?
2. Describe in detail your experience in researching and interpreting applicable laws and regulations governing services to the public. Please provide a specific example. How do you stay informed of changing regulations that govern HSD Programs?
3. Describe your experience in report writing and preparation of oral presentations. Include the topic of the presentation(s), number of people in the group(s) you presented to and the frequency of your presentations.

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 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.

County of Santa Cruz

www.santacruzcountyjobs.com