

County of Santa Cruz

INVITES YOU TO APPLY FOR:

MEDICAL CARE SERVICE WORKER

Bilingual (English/Spanish) Only

Supplemental Questionnaire Required

Open and Promotional

Job # 25-SM7-01

Salary: \$5,527 – 6,987 / Month

Closing Date: Friday, January 24, 2025



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, to assess client medical needs; to coordinate medical services and benefits for patients; to facilitate medical care from service providers and health care organizations; and to do other work as required. **The list established from this recruitment will be used to fill current and future positions during the life of the eligible list. The option for remote work may be available based on the type of work and operational needs.**

THE REQUIREMENTS: Any combination of training and experience, which would provide the required knowledge and abilities, is qualifying. Typical ways to obtain this knowledge and abilities would be:

College or course work in social welfare and medical social services with a year of experience which provides the knowledge and abilities listed, **OR** Two years of experience in a hospital or medical care agency or government sponsored insurance agency performing social services, discharge planning, utilization review or similar duties.

Knowledge: Working knowledge of the medical care delivery system and the various public and private organizations serving the medically indigent; medical diagnosis, treatment procedures, discharge planning and appropriate levels of care; reimbursement systems for medical services; and medical terminology and



practices. Some knowledge of common community resources, other public assistance programs and medical service providers; public medical insurance programs, eligibility requirements and scope of coverage.

Ability to: Manage a caseload to meet client needs for a wide variety of medical services; formulate cost-effective alternatives for client health care treatment; establish cooperative working relationships with service providers, community resource agencies and clients; interview effectively to gather pertinent medical, social and financial information; prepare reports, case records, treatment plans and other written documents; communicate effectively both orally and in writing; assess needs, develop treatment plans and determine appropriate community resources for client rehabilitation.

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 in 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 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.

MEDICAL CARE SERVICE WORKER - 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 experience 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 moving to the next step in the recruitment process.

1. Describe your knowledge and experience helping people who have medical and social complex issues.
2. Describe your experience working with a patient with multiple medical needs and how to determine what needs to be addressed first.
3. Describe your experience working with external medical service providers and healthcare organizations.

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.

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