

# County of Santa Cruz

INVITES YOU TO APPLY FOR:

## IN HOME SUPPORT SERVICES QUALITY ASSURANCE SPECIALIST

**Bilingual (English/Spanish) Candidates Encouraged to  
Apply**

**Supplemental Questionnaire Required**

Open and Promotional

Job # 24-SM6-02

**Salary: \$6,101 – 7,840 / Month**

**Closing Date: Friday, June 21, 2024**



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### *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.*

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**THE JOB:** Under direction, this position is responsible for quality assurance activities related to the In-Home Supportive Services (IHSS) program. This includes State mandated activities such as case reviews, home visits and target reviews, as well as monitoring and assessing IHSS data. This position is responsible for functions involving the assessment of IHSS compliance with State & Federal guidelines, as well as County protocols. This position works collaboratively with program staff to design and implement improvement strategies for service delivery to clients. The incumbent must possess expertise and experience in social work practice specific to IHSS and should have a general understanding of Continuous Quality Improvement (CQI) concepts and methods. The incumbent may be expected to exercise considerable independent judgment. **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 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:



One year of experience performing IHSS casework in a public agency at a level equivalent to a Social Worker II **OR** a Bachelor's Degree **AND** six months experience equivalent to a Social Worker II in IHSS in Santa Cruz County that demonstrates in-depth application and/or possession of the required knowledge and abilities of the program.

**Special Requirements:** Possession of a valid California Class C Driver License or the employee must be able to provide suitable transportation that is approved by the appointing authority.

**Knowledge:** Working knowledge of Laws, policies and administrative procedures of the IHSS program; quality assurance concepts and methods as applied to social services programs; and program evaluation processes. Thorough knowledge of IHSS program requirements; assessment and uniformity standards for IHSS; regulatory requirements for quality assurance compliance; interviewing and case documentation requirements; service delivery policies and procedures; the primary needs and problems facing the IHSS client population; and methods used to identify fraud as it relates to services provided and/or to the timecard payments system.

**Ability to:** Read, interpret Obtain information through case record examination and interviews; access, input and analyze data using a computer; evaluate and compare case practice and documentation pertaining to uniformity assessments; develop plans to address quality assurance issues; coordinate effectively with staff and community partners; and prepare clear and concise oral and written reports

**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, 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.

### **IHSS QUALITY ASSURANCE SPECIALIST – 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. Describe your experience working with diverse populations, including elderly and disabled adults who may have chronic physical or mental health conditions. Include any experience in assessing needs and connecting with resources.
2. Describe your experience in relation to assessing the quality of services, identifying areas needing improvement, and the development and implementation of improvement strategies. Provide at least one detailed example describing the process, including your role, how the area needing improvement was identified and any process improvement techniques that were used.

#### **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](http://www.santacruzcountyjobs.com)

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**PLAY Here**

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