

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 51
Fiscal Year: 2013/2014
Posted Date: 06/09/2014
Reposted Date: 06/10/2014
Reposted Date: 07/14/2014

RETITLE AND AMEND THE FOLLOWING JOB CODE(S):
(Job specification(s) attached)

Item #	Job Code	Former Title	New Title
1	2905	Senior Eligibility Worker	Human Services Agency Senior Eligibility Worker
2	9703	Employment & Training Specialist II	Human Services Agency Employment & Training Specialist II

**Please note: The documents reflecting the proposed changes for 2905 Senior Eligibility Worker and 9703 Employment & Training Specialist II were revised on 7/14/14. Actions to amend 2903 Eligibility Worker and 2912 Senior Social Worker have been discontinued.*

For additional information regarding this proposed classification action, please contact Megan Siems, Senior Classification and Compensation Analyst, at (415) 557-4898 or by email at megan.siems@sfgov.org.

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the effected parties.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: <http://www.sfgov3.org/index.aspx?page=328>.

- cc:** All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Support Services
Micki Callahan, DHR
Jennifer Johnston, CSC
Sandra Eng, CSC
Linda Cosico, DHR
Maria Newport, SFERS
Risa Sandler, Controller/Budget Division

Devin Macaulay, Controller/ Budget Division

Theresa Kao, Controller/ Budget Division

E-File



Department of Human Resources

Human Services Agency Senior Eligibility Worker (#2905)

~~\$29.43~~ 23.28-\$35.78 Hourly / \$4,035 ~~5,100.00~~-\$6,201.00 Monthly / \$48,415 ~~61,204.00~~-\$74,412.00
Yearly

Definition

Under general supervision, to perform a variety of technical duties in the review and determination of initial and continuing client eligibility for a variety of public assistance programs.

Distinguishing Features

This class utilizes the deep class concept and encompasses multiple levels of responsibility from entry through the fully-experienced journey level. Incumbents with little or no experience in the duties of the class perform beginning-level work and perform at increasingly higher levels of responsibility that require a commensurate higher degree of ability and initiative as experience is gained.

Positions in this classification are responsible for carrying out well defined rules and regulations pertaining to various categorical aid programs and explaining them to applicants and the general public. Positions in this class have regular contacts with clients, their relatives, and representatives of outside agencies and the public.

~~2903 Eligibility Worker This is the entry level class in the Eligibility Worker series. This class is distinguished from the 2905 Senior Eligibility Worker and 2908 Hospital Eligibility Worker by tasks and duties being performed under closer supervision. Since this class is typically used as a training class, employees may have only limited or no directly related work experience.~~

~~2905 Senior Eligibility Worker Employees within this class are distinguished from the 2903 Eligibility Worker by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the class 2903 level, or when filled from the outside, require prior related work experience.~~

~~The 2905 class is distinguished from the 2908 Hospital Eligibility Worker in that the 2908 identifies and determines client eligibility for medical coverage under the terms of various private health plans and public assistance programs, whereas the class 2905 determines client eligibility for public assistance programs and certifies for reimbursement.~~

Additionally, the 2905 class is distinguished from the 2913 Program Specialist in that the 2913 class performs higher level technical assignments than the 2905 class.

Examples of Important and Essential Duties

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Schedule and interview clients in the offices of the Department of Social Services, in the client's home, or in hospitals and various institutions to determine new or continuing program eligibility.

~~2. When assigned to hospital, admit and register patients for hospital care; obtain demographic information.~~

~~3. Coordinate transfers of patients between counties; inform clients of procedures and necessary reports.~~

~~4.~~ 2. Explain eligibility programs, qualification standards, policy and procedure to clients; assist clients in completion of applications, forms and reports when necessary; review and evaluate applications for completeness and accuracy; prepare client budget to determine eligibility.

~~5.~~ 3. Apply legal criteria to determine eligibility; provide recommendations regarding financial eligibility for assistance programs; determine eligibility and grant amount according to established policies and procedures; review and determine re-certification.

~~6.~~ 4. Prepare case records related to client eligibility information and financial assistance received; update case records; submit required reports.

~~7.~~ 5. Investigate statements and information received from applicant through the use of telephone or written verifications.

~~8.~~ 6. Investigate and resolve client problems involving non-receipt of benefits.

~~9.~~ 7. Review cases with supervisor in assessing the quality of the eligibility determination process and procedure.

~~10.~~ 8. Compose and prepare correspondence to clients, references, and State agencies; gather statistical data and prepare reports as required.

~~9.~~ 11. Answer questions and provide information to clients and the general public regarding assigned program area.

~~10.~~ 12. Refer clients in need of case work services to members of social service staff; may provide limited referrals to resources within the community on matters related to income maintenance; refer clients to appropriate agencies according to established procedures.

~~11.~~ 13. Perform related duties as required.

Knowledge, Skills and Abilities

Knowledge of: Basic interviewing and investigative skills and techniques; office procedures, methods and computer equipment; basic mathematics.

Ability to: Learn departmental programs, policies, procedures and terminology; learn principles and procedures of record keeping; learn to interpret and apply pertinent Federal, State, local and departmental laws, rules, regulations, policies and procedures regarding assigned program; learn to plan, organize and prioritize caseload; learn to interview applicants for public assistance and obtain confidential information relative to personal, family, financial, medical or other circumstances of client relating to eligibility; learn to evaluate data and provide recommendations on eligibility of client; maintain accurate records and meet program deadlines; operate a computer terminal and standard office machines; make accurate mathematical computations; type and enter data at a speed necessary for successful job performance; effectively communicate with and elicit information from clients in difficult situations; apply Federal, State, and local Equal Employment, Affirmative Action, and Civil Rights laws, procedures, and regulations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working

relationships with those contacted in the course of work.

Knowledge of: Principles and practices of caseload management; Federal, State, local laws, rules, regulations, policies, and procedures regarding assigned program area; services offered by related agencies; departmental programs, policies, procedures and terminology.

Ability to: Interview applicants for public assistance and obtain appropriate information, often in different languages, or dialects of English; accurately gather record and evaluate data necessary for the determination of eligibility; interpret and apply Federal, State and local policies, procedures, laws and regulations; work independently with minimal supervision.

Notes

Amended: 3/15/93; 7/11/14

Disaster Service Workers

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.



Department of Human Resources

Human Services Agency Employment & Training Specialist II (#9703)

~~\$31.20~~ \$24.21-\$37.94 Hourly / ~~\$5,408.00~~ \$4,196.00-\$6,576.00 Monthly / ~~\$64,896.00~~ \$50,349.00-\$78,910.00 Yearly

Definition

Under supervision, provides services for clients which may include case management, the determination of initial and continuing eligibility for public assistance and the development and implementation of individual training and employment plans. May perform entry level work in the areas of program monitoring and operations, evaluation and planning, contract preparation and administration, and special employment related projects.

Distinguishing Features

This class utilizes the deep class concept and encompasses multiple levels of responsibility from entry through the fully-experienced journey level. Incumbents with little or no experience in the duties of the class perform beginning-level work and perform at increasingly higher levels of responsibility that require a commensurate higher degree of ability and initiative as experience is gained.

~~9702 Employment & Training Specialist I This is the entry level class in the Employment & Training series. Employees in this class receive direct supervision and training with an emphasis on managing caseloads and developing employment plans, mid learning rules, regulations, and general job search methods and techniques. Job assignments may be to one or more of the various areas of technical work. The 9702 Employment & Training Specialist I is typically used as a training classification; new employees may have only limited or no directly related work experience.~~

This class is distinguished from the ~~2903/~~ 2905 Human Services Agency Senior Eligibility Worker ~~Series~~ and the ~~2910/12~~ 2918 Human Services Agency Social Worker ~~series~~ by the breadth and variety of assigned duties. This class is distinguished from the 9704 Employment & Training Specialist III in that tasks and duties are performed under closer supervision and the 9704 performs higher level technical assignments.

~~9703 Employment & Training Specialist II This class is the journey level in the Employment & Training Specialist series. Employees within this class are distinguished from the 9702 Employment & Training Specialist I by knowledge of the operating procedures and policies of the work unit and the performance of the full range of duties as assigned. Employees at this level work under general supervision, and exercise independent judgment, receiving only occasional instruction or assistance as new or unusual situations arise. Supervisory instruction is limited to required tasks, approach and timelines. Work is reviewed upon completion and for overall results. Positions in this class are flexibly staffed and are normally filled by advancement from the class 9702 level, or when filled from outside the City and County service, require prior related work experience.~~

~~This class is distinguished from the 2903/05 Eligibility Worker Series and the 2910/12 Social Worker series by the greater breadth and variety of assigned duties. This class is distinguished from the 9704 Employment & Training Specialist III class in that the latter performs higher level technical assignments.~~

Supervision Exercised

None

Examples of Important and Essential Duties

According to Civil Service Commission Rule 9, the duties specified below are representative of the duties assigned to these classes and are not intended to be an inclusive list.

When Assigned to the Department of Human Services:

1. Manage a caseload and perform case management services which include developing and implementing training and service plans and monitoring applicant or client progress and, as required, apply sanctions for lack of compliance with program requirements.
2. Interview clients regarding economic, family, physical and emotional situations, assess need for services and refer clients to appropriate resources.
3. Assist clients in completion of application, forms and reports; review and evaluate applications for completeness and accuracy; prepare client budget to determine eligibility.
4. Apply legal criteria to determine eligibility; provide recommendations regarding financial eligibility; authorize financial assistance and services according to legal criteria and established policies and procedures; review and determine recertification.
5. Explain eligibility, qualification standards, policy and procedure to clients and the public. Conduct orientation sessions to explain the policies and procedures of the program to new clients.
6. Evaluate clients' educational and work history; identify training and vocational goals; design an appropriate employment plan.
7. Assist clients in resolving barriers to employment such as transportation and childcare. Refer clients to other agencies according to established policies; coordinate service with public and private agencies and community resources.
8. Conduct home visits as needed to encourage compliance and prevent sanctions.
9. Provide advice, information, referrals, resource materials and other assistance to help clients obtain and retain jobs.
10. Prepare a workplan or contract between the client and the County.
11. Serve as client advocate; provide emergency, crisis, or general intervention for client; investigate and resolve client problems.
12. Prepare case narratives, reports, correspondence and other documentation. Compile technical data.
13. Perform related duties and responsibilities as assigned.

~~CLASS TITLE: Employment & Training Specialist I
Employment & Training Specialist II 9702/9703~~

~~When Assigned to Community College:~~

- ~~1. Develop plans for marketing educational services to the private and public sectors.~~

~~2. Monitor training contract implementation plans and ensure budget compliance; recommend appropriate corrective action when contract benchmarks are not met.~~

~~3. Meet with clients to conduct post-training evaluation.~~

~~4. Prepare reports relating to current labor market.~~

~~5. Assist in areas of strategic planning, and program evaluation; prepare related reports.~~

~~6. Work with academic and vocational department administrators, students and the general public to disseminate program and college information.~~

~~7. Perform related duties as required.~~

Knowledge, Skills and Abilities

Knowledge of:

Interviewing and investigative skills and techniques; office Procedures, methods; computer literacy; basic operations, services and activities of social services programs; pertinent Federal, State and local laws, codes and regulations as related to assigned program responsibility; principles and procedures of record keeping and reporting; analytical and problem solving methodology; local employment and training resources; principles and practices in the analysis of physical, psychological and social factors contributing to maladjustment; socioeconomic conditions and trends.

Ability to:

Understand and apply departmental programs, policies, procedures, and terminology; learn and apply the principles and procedures of record keeping; understand, interpret and apply pertinent Federal, State and local, regulations, laws, policies and rules governing eligibility for public assistance, job training and employment programs; collect and evaluate information to determine eligibility for services; maintain client records and meet program and case plan goals; operate computer equipment and systems and standard office machines; interview clients to obtain pertinent information necessary to develop case plans; communicate effectively orally and in writing to persons of various social, economic, cultural and educational backgrounds individually or in group settings; assess client employability / readiness and identify barriers to employment; motivate clients towards job readiness; learn and teach general job search methods and techniques,

~~When Assigned to Community College District: Requires knowledge of economic, employment and labor practices, and vocational programs; basic accounting techniques and procedures, grant compliance, budget development, program evaluation, and the ability to work effectively with district staff, program funders and a diverse student population; use word-processing, accounting and database software.~~

Special Requirements:

Essential duties involve the following physical skills and work environment:

Ability to work in a confining workspace; most positions involve physical activities of sitting, standing, and lifting 5 -10 lbs., and require sufficient mobility to conduct home visits. May require the ability to work under conditions of extreme noise. May require hand/eye coordination and manual dexterity for data entry. May involve extensive VDT exposure.

Experience and Training

Any equivalent combination of training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

1. Training:

Completion of a four year college or university with a baccalaureate degree preferably in Behavioral Science or a closely related field.

2. Experience:

~~9702 Employment and Training Specialist I:~~ Two years public contact experience including interviewing to obtain information.

~~9703 Employment & Training Specialist II: In addition to the experience required for the 9702 Employment & Training Specialist I: One year experience in the social services and/or employment and training field as an eligibility worker, social worker, or employment counselor.~~

License or Certificate

Some positions require possession of, or ability to obtain, an appropriate, valid California driver's license.

Notes

AMENDED: 11/07/97; ~~7/11/14~~

Disaster Service Workers

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