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: 42
Fiscal Year: 2015/2016
Posted Date: 10/30/2015
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

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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 affected parties.

For additional information regarding this proposed classification action, please contact Rich David, Senior Classification and Compensation Analyst, at (415) 557-4965 or by email at Rich.David@sfgov.org.


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
    Michael Brown, CSC
    Sandra Eng, CSC
    Maria Newport, SFERS
    Risa Sandler, Controller/Budget Division
    Devin Macaulay, Controller/ Budget Division
    Theresa Kao, Controller/ Budget Division
    Drew Murrell, Controller/ Budget Division
    Alex Koskinen, Controller/ Budget Division
    E-File
INTRODUCTION

Under the close supervision and guidance of health professionals and paraprofessionals performs a wide variety of well-defined duties designed to aid and encourage members of the community to utilize Health Department services; and performs related duties as required.

DISTINGUISHING FEATURES

This is the first level in the Health Service Career Ladder. The Health Worker I is expected to interpret community social, political, and cultural patterns to other program staff; he must be able to communicate effectively with community residents as well as program staff.

SUPERVISION EXERCISED

None

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Participates in an intensive training program in order to become familiar with community resources; provides general advice to patients and others regarding available services; provides assistance to patients in utilizing available health and community resources.

2. Receives, registers signs-in, and routes patients reporting for treatment or other assistance at program facilities; sets up and cleans up after clinics and other meetings; maintains needed supplies; may collect patient specimens for required lab tests.

3. May provide language interpretation services for patients; may translate letters, pamphlets, booklets, films and other materials.

4. Assists patients in making appointments for needed services; assists in guiding and processing patients through clinics, hospitals, and other facilities; visits patients and community residents at home or in hospitals to provide assistance and support.

5. Performs routine clerical tasks related to maintaining records of the particular program in which involved.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: The ethnic, economic and social factors affecting the residents of the neighborhood served by the health program.

Ability and Skill to: Speak, read and write English as well as the language predominant in the district served; communicate with the clients of the program; work effectively with professional and other staff members.
MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

None

Experience:

Six (6) months of verifiable experience within the last five (5) years, working with a culturally diverse population performing a combination of at least two (2) of the following range of duties: providing information, education, intervention and/or referral services; developing of treatment plans; conducting interviews/investigations; advising counseling clients; Serving as a liaison between targeted communities and healthcare agencies; providing culturally appropriate health education/information and outreach to targeted populations; providing referral and follow up services or otherwise coordinating care; providing informal counseling, social support and advocacy to targeted populations; escorting and transporting clients; providing courier/dispatcher functions; and participating in health promotion and health education outreach activities; performing pre-clinical examinations of vital statistics, such as measuring a patient’s weight, height, temperature and blood pressure.

License and Certification:

Substitution:

Possession of a Community Health Worker Certificate from City College of San Francisco can substitute for 6 months of experience.
Title: Health Worker I  
Job Code: 2585

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

TO: 2586 Health Worker II

From: Original Entrance Examination

ORIGINATION DATE:  12/18/1972

AMENDED DATE:  3/31/15, 11/XX/15

REASON FOR AMENDMENT:  To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code

BUSINESS UNIT(S):  COMMN SFMTA
INTRODUCTION
Under supervision, performs a wide variety of paraprofessional duties in a service program of the Department of Public Health; functions as a liaison between community residents and program staff; provides counseling and advice to patients regarding health problems; may supervise Health Worker I; may drive or accompany patients between their homes, hospitals or other social agencies; and performs related duties as required.

DISTINGUISHING FEATURES
This is the second level in the health service career ladder. Health Worker II differs from Health Worker I in that employees in the former classification require less supervision and exercise greater independent judgment. Some positions require driving a motor vehicle in the performance of duties; (incumbents are not qualified to drive an ambulance.)

SUPERVISION EXERCISED
None

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Participates, but to a lesser degree than Health Worker I, in the health service training program.

2. Provides information and resources to patients and others regarding health care and other facilities available to them; assists patients in utilizing such services; makes follow-up contacts when required.

3. Serves as liaison between the professional staff and the community,

4. May provide language interpretation services in contacts with non-English speaking clients.

5. Assists in gathering and evaluating data concerning the program to which assigned; may perform incidental clerical duties such as keeping records, answering the telephone and arranging client appointments.

6. May transport ambulatory patients between their homes and clinics, hospitals or other social agencies; may transport staff members to meetings with administration approval; reports malfunctions of the vehicle to supervisor.

7. May pick up and deliver supplies and equipment, including high-security pharmaceutical supplies, laboratory tests and mail.
Title: Health Worker II
Job Code: 2586

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: The ethnic, economic and social factors affecting the residents of the neighborhood served by the health program.

Ability and Skill to: Speak, read and write English as well as the language predominant in the district served; communicate with the clients of the program; work effectively with professional and other staff members.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:
None

Experience:
One (1) year of verifiable experience within the last five (5) years, working with a culturally diverse population performing a combination of at least two (2) of the following range of duties: providing information, education, intervention and/or referral services; developing of treatment plans; conducting interviews/investigations; advising counseling clients; Serving as a liaison between targeted communities and healthcare agencies; providing culturally appropriate health education/information and outreach to targeted populations; providing referral and follow up services or otherwise coordinating care; providing informal counseling, social support and advocacy to targeted populations; escorting and/or transporting clients; providing courier/dispatcher functions; and participating in health promotion and health education outreach activities; performing pre-clinical examinations of vital statistics, such as measuring a patient’s weight, height, temperature and blood pressure.

License and Certification:
Must possess a valid California Driver's License for positions requiring driving.

Substitution:
Possession of a Community Health Worker Certificate from City College of San Francisco can substitute for 6 months of experience.
SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 2587 Health Worker III
From: 2585 Health Worker I

ORIGINATION DATE: 12/18/1972

AMENDED DATE: 8/18/1975; 3/31/15; 11/XX/15

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN SFCCD SFMTA SFUSD
INTRODUCTION

Under general supervision, performs a wide variety of the more difficult paraprofessional duties in a service program of the Department of Public Health; works with professional staff in extending effective services to clients of the program served; plans, develops, and follows through on all contacts and cases; may supervise a small staff of workers, primarily Health Worker I and II; and performs related duties as required.

DISTINGUISHING FEATURES

This is the third level in the Health Service Career Ladder. The Health Worker III differs from Health Worker II in that the former is assigned the more difficult and responsible paraprofessional duties, and works under a lesser degree of supervision and has greater latitude for independent judgment. Health Worker III may be assigned to supervise the work of a small staff of employees in lower classifications.

SUPERVISION EXERCISED

May supervise a small staff of employees in lower classifications.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. In therapeutic rehabilitation programs, assists in the planning of recreational, educational, and work therapy activities.

2. Interviews and screens patients, identifies patient’s general condition and assists in assessing specific patient conditions and in treatment planning in con-junction with professional staff; may perform crisis intervention activities.

3. Represents program staff in meetings with local community groups and govern-mental and social agencies to provide information on the activities and goals of the assigned program.

4. As a part of a therapeutic program, may conduct craft, recreation, and other activity groups; as directed, may assist in conducting therapy sessions with professional supervision.

5. Maintains records incidental -to other assigned duties, including patient’s charts; may conduct surveys and operates technical equipment.

6. Supervises others, primarily in the lower Health Worker classifications.

7. When assigned to a specialized activities program, plans, implements, supervises, coordinates, publicizes, evaluates and documents the activities for patients, including social, creative, educational, physical and religious programs.
IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: The ethnic, economic and social factors affecting the residents of the neighborhood served by the health program and the ability to speak, read, and write English as well as the language predominant in the district served.

When assigned to a specialized activities program, requires knowledge of the principles of activity therapy and of the health and emotional problems of the chronically ill, aged and disabled.

Ability and Skill to: When assigned to a specialized activities program, evaluate the capabilities, needs and interests of the individual patients and to plan, organize and implement activity programs for both individuals and groups.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:
None

Experience:
Two (2) years of verifiable experience within the last five (5) years, working with a culturally diverse population performing a combination of at least two (2) of the following range of duties: providing information, education, intervention and/or referral services; developing of treatment plans; conducting interviews/investigations; advising counseling clients; Serving as a liaison between targeted communities and healthcare agencies; providing culturally appropriate health education/information and outreach to targeted populations; providing referral and follow up services or otherwise coordinating care; providing informal counseling, social support and advocacy to targeted populations; escorting and/or transporting clients; providing courier/dispatcher functions; and participating in health promotion and health education outreach activities performing pre-clinical examinations of vital statistics, such as measuring a patient’s weight, height, temperature and blood pressure.

License and Certification:

Substitution:

Possession of a Community Health Worker Certificate from City College of San Francisco can
substitute for 6 months of experience.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

TO:  2588 HEALTH WORKER IV

FROM:  2586 HEALTH WORKER II

ORIGINATION DATE:  12/18/1972

AMENDED DATE:  5/5/1980; 3/31/15; 11/XX/15

REASON FOR AMENDMENT:  To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S):  COMMN SFMTA SFUSD
INTRODUCTION

Under general supervision, supervises, coordinates, and instructs a staff of paraprofessional workers in a service program of the Public Health Department; participates in organizing and directing in-service training activities for Health Workers; provides administrative supervision for Health Workers and assists in planning for their most effective use in the assigned program; provides community oriented direct and indirect services; and performs related duties as required.

DISTINGUISHING FEATURES

This is the fourth level in the Health Service Career ladder. The Health Worker IV differs from Health Worker III in that the former will usually be assigned to supervise a staff composed of Health Workers and others, and may be assigned responsibility for the supervision of a specific program or program component.

SUPERVISION EXERCISED

May supervise a staff of paraprofessional workers in a service program of the Public Health Department.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. May supervise a specific health or rehabilitation program; plans, directs, and coordinates the educational, recreational, therapeutic and work projects of the program participants as directed by professional-staff.

2. Supervises and trains lower classification of paraprofessional personnel in the skills required for successful performance of their assigned duties; assists in preparation of in-service training materials; provides liaison with Team Leaders regarding function and performance of Health Workers I, II, and III.

3. Meets with representative of the local community and professional and social agencies to inform them of the scope of available treatment programs and to elicit their cooperation and support; provides community education services.

4. Assists in planning and execution of programs and operations, research projects, and reports, as directed; evaluates data and suggests programs in the preventive areas of social and health adjustments.

5. May interview and screen program clients, identifying general client condition; performs crisis intervention activities under professional direction; provides broad social counseling activities and assists in group therapy sessions.

6. When assigned to a specialized activity program, is responsible for supervising the program on
CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

Title: Health Worker IV
Job Code: 2588

specified wards or units and/or assisting the director of the program.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: the ethnic, economic and social factors effecting the residents of the neighborhood served by the health program and the ability to read, speak, and write English as well as the language predominant in the district service; physical and emotional symptoms and resources available for their resolution; community services and agencies; group methods and techniques of mental health education; health program principles.

When assigned to a specialized activities program, requires good working knowledge of: the principles of activity therapy; the health and emotional problems of the chronically ill, aged and disabled; requires basic knowledge of budget preparation.

Ability and Skill to: assume a high degree of responsibility; undertake supervisory duties; provide effective liaison between staff, patients, neighborhood residents, and programs involving these groups.

When assigned to a specialized activities program, requires ability to: supervise, train and work with others, including activity leaders and volunteers; coordinate overall activity program with activity leaders' and volunteers' schedules; implement activity programs; evaluate the capabilities, needs and interests of individual patients.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

None

Experience:

Three (3) years of verifiable experience within the last five (5) years, working with a culturally diverse population performing a combination of at least two (2) of the following range of duties: providing information, education, intervention and/or referral services; developing of treatment plans; conducting interviews/investigations; advising counseling clients; Serving as a liaison between targeted communities and healthcare agencies; providing culturally appropriate health education/information and outreach to targeted populations; providing referral and follow up services or otherwise coordinating care; providing informal counseling, social support and advocacy to targeted populations; escorting and /transporting clients; providing courier/dispatcher functions;
Title: Health Worker IV
Job Code: 2588

and participating in health promotion and health education outreach activities, performing pre-clinical examinations of vital statistics, such as measuring a patient's weight, height, temperature and blood pressure.

License and Certification:

None

Substitution:

Possession of a Community Health Worker Certificate from City College of San Francisco can substitute for 6 months of experience.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES
TO: 2589 HEALTH PROGRAM COORDINATOR I
FROM: 2587 HEALTH WORKER III

ORIGINATION DATE: 12/18/1972
AMENDED DATE: 5/5/1980; 3/31/15; 11/XX/15

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN SFMTA SFUSD