

County of Santa Cruz

INVITES YOU TO APPLY FOR:

HEALTH SERVICES MANAGER

Supplemental Questionnaire Required

Open and Promotional

Job # 24-PJ6-01

Salary: \$8,819 -11,767 / Month

Closing Date: Friday, November 15, 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, to plan, organize, coordinate, and supervise a Health Services program; and to do other work as required. Responsible for managing specialized County-wide health programs. Supervises the activities of subordinate staff, develops, monitors, and evaluates programs, budgets, grants, and contracts.

The current opening is in the Behavioral Health Division. The Health Services Manager in the Behavioral Health Division performs the functions of a Health Information Systems Manager. The position is responsible for the (1) development and implementation of strategic and operational plans for the Electronic Health Record; (2) direction of Business Systems Analysis Projects; and (3) storage and retrieval of electronic and paper Medical Records. This position supervises I.T. Business Systems Analysts and Office Assistant III staff.

The ideal candidate would have Electronic Health Record systems or I.T. business systems experience, and knowledge of state and federal regulations governing the security of health and personally identifiable information.

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 knowledge and abilities would be:



Possession of a bachelor's degree from an accredited college or university in health care administration, a public health field, health science, nursing, psychology, social work, marriage and family counseling, life sciences, physical sciences, or in a management field such as public or business administration.

AND

One year of administrative, supervisory or management experience in a program area to which the position is assigned. Some positions may require a master's degree pursuant to State law.

SPECIAL REQUIREMENTS: License Requirements: All positions require possession and maintenance of a valid California Class C Driver License or the ability to provide suitable transportation approved by the appointing authority. Some positions require one of the following licenses or certificates issued by the State of California: Clinical Psychologist; Registered Nurse; Public Health Nurse; Clinical Social Worker or Marriage Family and Child Counselor. If licensed in another state, State of California licensure must be obtained within eighteen (18) months from the date of employment.

Special Working Conditions: All assignments: Exposure to infections which may cause chronic disease, or death may occur in the course of physical intervention to control client behavior; contact with potentially hostile or violent individuals. Juvenile Hall and Acute/Emergency Services assignments: Exposure to noise, such as people yelling. Children's Service assignment: Exposure to disturbing material, such as photos of abused children.

Knowledge: Thorough knowledge of the principles and practices of Health Services program administration. Working knowledge of community resources and health services available for the assigned program; health terminology and the cost and funding sources of health care for the assigned program and complex psycho-social problems affecting the population served. Some knowledge of program management, including funding sources, grant proposal writing, program evaluation, budget, and fiscal management; principles of supervision and training; principles of public relations; health conditions and unusual medical treatment for the population served and computers and their use in the health care field.

Ability to: Plan, organize, coordinate and direct a health program and related support services; train, supervise and evaluate the work of subordinate staff; understand, interpret, explain and apply laws, rules and regulations; establish and maintain effective working relationships with others; prepare and monitor a budget, develop policies and procedures and evaluate program effectiveness; prepare grant applications and contracts; speak effectively before groups; prepare and present clear and concise reports and correspondence; and learn to input, access and analyze data using a computer.

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 deadline if: 1) received in the Personnel Office by 5:00 p.m. on the final filing date or 2) submitted online before midnight on the final filing date.

Women, minorities, 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.

HEALTH SERVICES MANAGER – 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 experience with medical coding and classification systems or electronic health records.
2. Describe your experience working on a Health Data Project, or Business Data Project. What was your specific role in the project? What was the outcome of your work? Please list any data analytics tools, software, or programs you have experience working with.
3. How do you or how would you balance multiple stakeholders’ needs (for example, clinicians, fiscal/billing, executives, and patients, or others) in the development of Electronic Health Record systems? Please share specific examples if available.

EMPLOYEE BENEFITS:

VACATION – 16 days 1st year, increasing to 31 days per year after 15 years of service. Available after 1 year of service.
ADMINISTRATIVE LEAVE – One week advanced upon appointment; two weeks accrued each year; can be taken in cash or time off.

HOLIDAYS – 14 paid holidays per year.

SICK LEAVE – Six days 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 – The County pays for employee coverage. Employee may purchase eligible dependent coverage.

RETIREMENT AND SOCIAL SECURITY – 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 \$50,000 term policy. Employee may purchase additional life insurance.

LONG TERM DISABILITY PLAN – Plan pays 66 2/3% of the first \$13,500, up to \$9,000 per month maximum.

DEPENDENT-CARE PLAN – Employees who pay for qualifying child or dependent care expenses may elect this pre-tax program.

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: The provisions of this bulletin do not constitute an expressed or implied contract.