

County of Santa Cruz

INVITES YOU TO APPLY FOR:



PROGRAM MANAGER HUMAN SERVICES DEPARTMENT (B)

Supplemental Questionnaire Required

Open and Promotional

Job # 26-SE8-01

Salary: \$10,278 – 13,712 / Month

** September 2026 – 4% increase to base pay

Closing Date: Monday, June 01, 2026

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 general direction, plan, organize, direct and provide supervision to Social Work Supervisors and other staff classifications and programs. Additionally, the Program Manager will be a part of the Leadership team working with internal and external partners and utilizing data reports to plan, implement, and evaluate services and outcomes of specific programs. The Program Manager will provide specialized program consultation and management in accordance with current applicable federal, state, and local guidelines and regulations; and perform other duties as required. **The current vacancy is in Adult Long Term Care Division. Please note the list established through this recruitment may be used to fill the current vacancy and any future vacancies that may occur during the life of this list. Future vacancies may be for Program Managers in specific service-based programs such as Family and Children's Services, Adult, Housing for Health, and Employment & Benefit Services.**

The option for remote work may be available based on the type of work and operational needs, upon successful completion of probation.

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:

Three years of administrative experience with a human services department that includes one year at a supervisory level (social service program positions).

OR

Personnel Department, 701 Ocean Street, Room 510, Santa Cruz, CA 95060

Apply online at: www.santacruzcountyjobs.com

EQUAL OPPORTUNITY EMPLOYER



Three years of casework experience with a human services department that includes one year at a supervisory level may be substituted for some positions (social service program positions).

OR

Three years of public assistance or professional experience in a human resource, employment and training, or similar public agency which includes at least one year of experience as a supervisor, may be substituted for some positions. A Master's Degree in business or public administration, social services, or closely related field, may be substituted for one year of administrative or casework experience.

Special Requirements: Possession of a valid California Class C Driver License or the employee must be able to provide suitable transportation which is approved by the appointing authority. Some positions must meet additional State mandated education and experience requirements.

Knowledge: Thorough knowledge of the basic rules and regulations governing eligibility and grants for all categorical aid programs is required for certain positions; and the procedures involved in eligibility determination and grant maintenance is required for certain positions. Working knowledge of the principles and practices of supervision and training; functions and services provided by a human services department; principles and practices of public administration, program planning and evaluation; operation of employment and training programs is required for certain positions; functional activities governing and service provided by specified human service programs; community needs and resources related to human service programs is required for certain positions; and the operation of employment and training programs is required for certain positions. Some knowledge of organization and management; program budgeting and fiscal management; contract monitoring and evaluation, and the application of data processing to program operations.

Ability to: Evaluate program operation and recommend new or revised procedures to implement changes in regulations and improve efficiency; analyze problem situations and adopt an effective course of action; plan, assign, direct and evaluate the work of staff; prepare and present clear and concise oral and written reports; establish and maintain effective working relationships with staff, the public and those contacted in the course of work; understand, interpret, explain and apply complex regulations, laws and directives pertaining to human service or assistance programs; interpret public human services programs and/or public assistance programs to applicants, recipients and the general public; prepare contracts, grants, and budgets may be required for some positions; and input, access and analyze data utilizing a computer terminal.

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 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.

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

County of Santa Cruz
www.santacruzcountyjobs.com

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PROGRAM 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 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 in the areas listed below. Please include examples and be specific about your role in coordinating and overseeing these efforts, the number of staff, and length of time you were responsible for the function.

- a. Managing a program and measuring program performance
- b. Guiding and leading teams, initiatives, and/or tasks toward implementation or completion
- c. Engaging and collaborating with employees

2. Describe in detail your experience working in social services programs that serve vulnerable populations, including what role you have had in addressing issues of race and equity along with disproportionality.

3. Describe your experience working with the public, resolving problems, responding to complaints, and communicating complicated information to both internal and external partners.

4. Mark the program area(s) of specialization for which you would like to be considered for as a Program Manager.

Note: Selective certification to positions may be based on the preference(s) you have indicated below along with the working knowledge and abilities you have demonstrated on your application and supplemental questionnaire.

- Family and Children's Services
- Adult and Long-Term care Division
- Housing for Health
- Employment and Benefit Services