

# County of Santa Cruz

INVITES YOU TO APPLY FOR:



## CHILD WELFARE CASE REVIEWER

(PROTECTIVE SERVICES QUALITY  
ASSURANCE SPECIALIST)

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

Supplemental Questionnaire Required

Open and Promotional  
Job # 24-SM5-02

Salary: \$7,484 – 9,471 / Month

Closing Date: Monday, December 27, 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 general direction, to carry out case review activities for the Protective Services programs by assessing and monitoring the quality of services provided; implementing quality improvement measures to ensure that services are performed efficiently and in accordance with laws, regulations and quality standards, and do other work as required. **(NOTE: The official job title of this position is Protective Services Quality Assurance Specialist) The current vacancy is for child welfare case reviews and is in the Planning and Evaluation Division. 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 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:

Four years of protective services casework experience equivalent to a Senior Social Worker in Santa Cruz County.

**OR**

A Bachelor's degree from an accredited college with a major in Social Work, Social Welfare, Human



Services or one of the Social or Behavioral Sciences and three years of protective services casework experience.

**OR**

A Master's degree in Social Work or a Master's degree from a two-year counseling program from an accredited college and one year of protective services casework experience.

**Special Requirements:** Certain positions may require Case Review Certification per State requirement within six months of hire. **Background Investigation:** Ability to pass a background investigation. Fingerprinting is required. Possession of a valid California Class C Driver License or the ability to provide suitable transportation that is approved by the appointing authority.

**Knowledge:** Thorough knowledge of protective services programs serving children and families and/or the elderly and disabled; social work theory, principles and practices in the field of protective services; interviewing and case documentation principles and practices. Working knowledge of program review techniques using quantitative and qualitative data; data collection skills, including quantitative and qualitative analysis; practices and procedures related to Continuous Quality Improvement. Some knowledge of initiating and maintaining collaborative interpersonal relations; Microsoft Office tools (e.g.: Excel, Word, and Power Point); communication and writing skills; public speaking and effective communication with a wide range of diverse audiences, including managers, supervisors and front-line program staff; web-based online applications used to enter case review responses and information.

**Ability to:** Prepare clear and concise oral and written reports; access, input and analyze data using a computer; initiate and maintain collaborative relationships; collect, review and compile data to establish/identify compliance and/or quality management issues; evaluate program activities and recommend policy and procedure changes; analyze information from a variety of sources; recommend programmatic changes to enhance effective service delivery and improve outcomes; interview clients, service providers, collaterals, staff and other stakeholders; and communicate effectively both orally and in writing.

**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.

**CHILD WELFARE CASE REVIEWER / PROTECTIVE SERVICES 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 social work experience in child welfare and/or other social service programs that serve similar populations. Include your experience working with individuals experiencing trauma and those with mental health and/or substance abuse issues.
2. Describe your experience engaging reluctant and/or angry clients and what techniques you use.
3. Describe your experience, as a lead or participant, related to assessing the quality of services and the development and implementation of improvement strategies. Include your role and the process/methods 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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**WORK Here**

**PLAY Here**