

County of Santa Cruz

INVITES YOU TO APPLY FOR:

SENIOR HUMAN SERVICES ANALYST

Supplemental Questionnaire Required

Open and Promotional

Job # 25-XA7-02

Salary: \$7,909 – 10,559 / Month

Closing Date: Friday, August 8, 2025



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: The Senior Human Services Analyst is the super-journey level position in the Human Services Analyst series within the Human Services Department. The role of the Senior Human Services Analysts may include responsible for developing and facilitating community meetings and engagement; developing and fostering partnerships for positive results; securing resources for community efforts through grant proposals and other strategies; establishing contracts with providers and vendors; gathering and analyzing qualitative and quantitative data for ongoing quality improvement; evaluating program needs and outcomes through data analysis; completing reports due to the California Department of Social Services; focusing on improving client experiences in our programs and services; and focusing on improving outcomes with a specific cohort of clients and community resources. The ideal candidate will be detail oriented, have exceptional writing and people skills, and have the capacity to be part of the Leadership team and macro-level discussions. **The option for remote work may be available based on the type of work and operational needs, upon successful completion of probation.**

Please note the list established through this recruitment may be used to fill the current vacancies and any future vacancies that may occur during the life of the eligible list in the following divisions: Administrative Services, Planning & Evaluation, Family and Children's Services, Adult & Long Term Care, Employment Benefits Services and Housing for Health. **The current vacancies exist in Adult & Long Term Care.**



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:

One year of experience at a level equivalent to Associate Human Services Analyst with Santa Cruz County.

Knowledge: Thorough knowledge of human services, basic community needs, and community resources; and program evaluation processes. Working knowledge of analytical and research techniques; the functions and services of a local human resources agency; contract law and procurement procedures; grant proposal writing and budgeting; administrative theories and techniques; and basic statistics. Some knowledge of the principles of supervision and training; and basic budgetary techniques.

Ability to: Define complex problems, design efficient and organized plans to collect and format data, establish facts and draw logical conclusions; create and determine acceptability of social science research hypotheses by drawing from accepted theories, practices, principles and empirical data in the social science field; develop effective strategies for solving a wide variety of complex problems; prepare and present a variety of clear and concise oral and written reports; train, schedule, supervise and evaluate subordinate staff; establish and maintain effective working relationships with others contacted in the course of work; interpret legislation and regulations, administrative policies and procedures; and analyze and prepare grant proposals, contracts and related budgets.

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 Human Resources 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 Human Resources 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.

SENIOR HUMAN SERVICES ANALYST – 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.

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 designing, implementing, or evaluating programs and services for people with access and functional needs. Include your experience collaborating with various stakeholders.
2. Describe your experience with evaluating human or social service needs. Include your experience with coordinating or participating in community-wide or internal collaboration and your role.
3. Describe your work experience collecting and analyzing data and developing recommendations based on your results. Share the impact of your work in the description.
4. Please check the area(s) of specialization from the list below for which you would like to be considered:

NOTE: Selective certification for positions may be based on the working knowledge and abilities required for the areas listed below.

- | | |
|---|---|
| <input type="checkbox"/> Administration | <input type="checkbox"/> Adult and Long-Term Care |
| <input type="checkbox"/> Employment & Benefits Services | <input type="checkbox"/> Family & Children Services |
| <input type="checkbox"/> Planning & Evaluation | <input type="checkbox"/> Housing for Health |

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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