



SAN JOAQUIN COUNTY

# San Joaquin County Human Services Agency PROGRAM MANAGER - IHSS QUALITY ASSURANCE PROGRAM 0414-RM1153-01

## THE POSITION

The **Program Manager– In Home Support Services (IHSS) Quality Assurance Program** reports directly to the Adult Services Division Chief and is responsible for staff who provide services in functional areas that range from Intake, Provider Enrollments, Anti-Fraud, and Quality Assurance programs. The Program Manager is an active participant in the management and supervision of staff who provide daily services for these closely monitored and regulated programs to insure Federal, State, and local governmental compliance.



## MISSION

Recognizing that the key to the success of the programs, and therefore the clients, rests in the ability to form linkages with community-based organizations and other agencies, HSA staff began the process of expanding networks, partnerships, and collaborations, which has resulted in a comprehensive approach to meeting the needs of the clients.

Today, HSA is a community leader in the development of successful programs that effect change in the lives of the clients.



**Our mission is to lead in the creation and delivery of services that improve the quality of life for our community.**

## COMPENSATION AND BENEFITS

**Annual Base Salary: \$76,066 - \$92,498**  
(Approx. Monthly Salary: \$6,339-\$7,708)

In addition to the base salary, the County offers an excellent benefits plan which includes a county contribution to health insurance, dental and vision insurance plans. Other benefits also offered by the County include:

- ◆ 1937 Retirement Act plan with reciprocity with CALPERS
- ◆ 125 Flex Benefits Plan
- ◆ 12 days sick leave annually with unlimited accumulation
- ◆ 10 days of vacation leave (15 days after 3 years, 20 days after 10 years and 23 days after 20 years)
- ◆ 14 holidays per year

For more information regarding the County's benefits please visit:

[www.sjqov.org/hr/Programs/Benefits](http://www.sjqov.org/hr/Programs/Benefits)





## PROGRAM MANAGER— IHSS QUALITY ASSURANCE PROGRAM

### TYPICAL DUTIES

- ◆ Plans, organizes and directs the work of division staff; prioritizes and assigns work; analyzes staff, work flow and procedures and adjusts as needed to maximize resource utilization.
- ◆ Conducts staff meetings; coordinates suggestions made by staff for revision or development of program activities; analyzes and interprets new policies and procedures to staff.
- ◆ Directs program appraisal activities to identify need for revision or development of program elements; analyzes program; develops procedures to increase program effectiveness.
- ◆ Meets with department director and deputy directors regarding program policies; participates in departmental committees to determine agency needs and develop policies and procedures, forms and training to meet needs.
- ◆ Maintains liaison with local and state agencies; may address public and private groups relative to public assistance programs; may participate in conferences or seminars.
- ◆ Reviews correspondence, reports and other material; prepares reports and correspondence; prepares budget and staffing.

### MINIMUM QUALIFICATIONS

*On April 9, 2014 the Human Services Agency received approval from the Civil Service Commission authorizing a special recruitment to fill the Program Manager in the IHSS Quality Assurance Program. Below are the minimum qualifications:*

#### Minimum Qualifications

**Education:** Bachelor's degree from an accredited four year college or university with major coursework in public or business administration, social sciences or related fields.

#### AND

**Experience:** Three years of experience with seniors in either supervising social work case management or providing social work case management or providing administrative duties specific to social work case management services.

### APPLICATION SUBMITTAL

This recruitment is being conducted to fill one Program Manager IHSS vacancy and to establish an eligible list for future vacancies. To apply, a completed application and supplemental questionnaire must be postmarked or received online by the final filing deadline. Resumes will not be accepted in lieu of an application. Human Resources will be accepting employment applications beginning **April 21, 2014**. **The Final Filing Date is May 2, 2014**. Application materials may be obtained from and submitted to:

**San Joaquin County Human Resources**  
44 N. San Joaquin Street, Suite 330  
Stockton, CA 95202  
Tel: 209.468.3370 Fax: 209.468.0508

Apply Online Today at: [www.sjgov.org/hr](http://www.sjgov.org/hr)

*San Joaquin County is an Equal Opportunity Employer*



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IHSS Quality Assurance Program  
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**SUPPLEMENTAL QUESTIONS**

Please complete the following supplemental questions. This supplemental is considered an extension of your employment application and will be reviewed to help assess your qualifications for this recruitment. Use additional sheets of paper if necessary.

**Education**

1. This position requires a Bachelor's degree from an accredited four year college or university. Please list the name of the college or university attended and the Bachelor's degree that was obtained.

**Experience**

2. Describe how you have met the requirement of having three years of experience with seniors in either supervising social work case management or providing social work case management or providing administrative duties specific to social work case management services. When describing your experience, lists the job title where you obtained the applicable work experience , a detailed description of your work functions and duties in that job, and if applicable, the number of employees you supervise directly.
3. Describe a leadership role you were responsible for where you were working in a team environment and had to make recommendations to higher level management staff. Your response needs to include a detailed explanation of the process that was used and your final recommendations.
4. Describe your networking and public speaking experience in working with committees, organizations and/or the community. Include descriptions of presentations you have conducted as they pertain to collaboration in the community.
5. Describe your experience with reviewing and implementing policies and procedures. Include your role in the process and a detailed description on the implementation process and outcome.