



## **Licensing Program Manager 2**

**Exam Code: 3PBAK**

**Department:** Department of Social Services

**Exam Type:** Departmental, Open

**Final Filing Date:** Continuous

### **CLASSIFICATION DETAILS**

If you have tested for the Licensing Program Manager 2 classification as part of the Licensing Program Manager 1 and 2 series exam in the previous twelve (12) months, it may be too early for you to take this exam. Please check your CalCareer account for the retake date on your exam results notification for this classification BEFORE continuing this exam process. Retaking this exam under another or a new User I.D. and password, Social Security Number (voluntary, not required, information), or name is not allowed.

**Licensing Program Manager 2** – \$7,485.00 - \$9,302.00 per month

[View the Licensing Program Manager 2 classification specification](#)

### **APPLICATION INSTRUCTIONS**

Final Filing Date: Continuous

#### **Who Should Apply:**

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken this examination, you may not retake it for **twelve (12) months**.

#### **How To Apply:**

The link to connect to the Training and Experience Evaluation is located farther down on this bulletin in the “Taking the Exam” section.

## Special Testing Arrangements:

If you require assistance or alternative testing arrangements due to a disability, please contact the testing department listed in the Contact Information section of this bulletin.

## MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

### Licensing Program Manager 2

#### Either 1

**Experience:** One year of experience in the California state service [performing the duties of](#) a Licensing Program Manager 1.

#### Or 2

**Experience:** Three years of increasingly responsible experience involving [analytical, evaluative, or enforcement duties](#) for a [social service program for children, adults, or the elderly in need of care and supervision as provided in community care facilities](#) (one year of which must have been in a [supervisory capacity](#)). **and**

**Education:** Possession of an advanced two-year degree in the field of Human Services or Behavioral Sciences, such as a Master's Degree in Social Work, Counseling, Early Childhood Education, Child Development, Gerontology, or [other related field](#). (Advanced degrees must include 60 semester or 90 quarter units and [appropriate field service experience](#), to meet the educational requirement.)

#### Or 3

**Experience:** Five years of increasingly responsible [professional experience](#) involving [analytical, evaluative, or enforcement duties](#) for a [social service program for children, adults, or the elderly in need of care and supervision as provided in community care facilities](#) (one year of which must have been in a [supervisory capacity](#)). **and**

**Education:** [Equivalent to graduation](#) from college.

## POSITION DESCRIPTION

### Licensing Program Manager 2

This is the second and full supervisor level in the series. Under general direction, incumbents plan, organize, and supervise the activities of a Community Care Licensing Program regional office. Incumbents are responsible for the evaluation, licensing, and enforcement of licensing regulations for community care facilities; develop and recommend policies and procedures designed to facilitate the effective operation of the State Community Care Licensing Program. As a Regional Manager, incumbents interface with interagency groups, provider organizations, elected officials, and the public.

## EXAMINATION SCOPE

This examination consists of the following components:

**Training and Experience Evaluation** – Weighted 100% of the final score.

The examination consists solely of a **Training and Experience Evaluation**. To obtain a position on the eligible list, a minimum score of 70% must be received. Applicants will receive their score upon completion of the Training and Experience Evaluation process.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each exam component will be measuring competitively, relative job demands, each applicant's:

### **Knowledge of:**

1. Principles and techniques of management, effective supervision, and staff development
2. Principles, practices, and techniques used in the administration of the Community Care Licensing Program
3. Organization and operation of Community Care Facilities
4. Laws, regulations, and policies pertaining to the Community Care Licensing Program and out-of-home care programs
5. Objectives, methods, and organization of local social services
6. A manager's responsibility for promoting equal opportunity in hiring, employee development, and promotion, and for maintaining a work environment that is free of discrimination or harassment

### **Ability to:**

1. Plan, organize, and direct a Community Care Licensing organizational unit responsible for regulatory administration
2. Reason logically and creatively and utilize analytical techniques to resolve complex program and managerial problems
3. Develop and evaluate alternatives
4. Analyze data and present ideas and information effectively
5. Gain and maintain the confidence and cooperation of those contacted during the course of work
6. Review and edit reports
7. Establish and maintain priorities
8. Develop and effectively utilize all available resources
9. Work effectively under pressure dealing with sensitive issues
10. Effectively contribute to promoting equal opportunity in employment and maintain a work environment that is free of discrimination and harassment

## ELIGIBLE LIST INFORMATION

A departmental, open eligible list for the **Licensing Program Manager 2** classification will be established for:

**Department of Social Services**

The names of **successful** competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires **twelve (12) months** after it is established. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veterans status is verified by the California Department of Human Resources (CalHR). Information on this program and [the Veterans' Preference Application](#) (Std. form 1093) is available online. Additional information on veteran benefits is available at the Department of Veterans Affairs.

## EXAMINATION INFORMATION

[Preview of the Licensing Program Manager 2 Training and Experience Evaluation](#)

## PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available prior to taking the exam.

**Employment History:** Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

**Education:** School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.

**Training:** Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

## TAKING THE EXAMINATION

We recommend using Chrome, Firefox, or Edge for optimal performance when accessing the examination.

**Note:** This examination is being given online and you are able to take the examination at any time on any day of the week. Once you click [Take the Licensing Program Manager 2 examination](#) classification button, your time will begin. There is no way to pause, stop, or reset the timer once you start. A stable internet connection is recommended as no additional time will be provided for internet loss, power loss, or computer/browser issues. At this time, if you are unable to complete the timed examination, it is recommended you do not continue until you are able to do so.

## TESTING DEPARTMENTS

Department of Social Services

## CONTACT INFORMATION

If you have any administrative questions concerning this examination bulletin, including provision of reasonable accommodation for this testing process, please contact:

Bulletin Date: 10/20/2023

Department of Social Services  
P.O. Box 944243  
Sacramento, CA 94244-2430  
Phone: 916-657-1762

If you have any ***technical*** questions concerning this examination bulletin, please contact:

California Department of Human Resources  
Attn: Examination Services

1515 S Street  
Sacramento, CA 95811  
Phone: 1-866-844-8671

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

## **EQUAL OPPORTUNITY EMPLOYER**

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

## **DRUG-FREE STATEMENT**

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

## **GENERAL INFORMATION**

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

The Department of Social Services reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all applicants will be notified.

**General Qualifications:** Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must

be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

High School Equivalence: Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.