



**SOCIAL SERVICE CONSULTANT III
DEPARTMENTAL OPEN EXAMINATION
EXAM CODE: 6BP0102
CLASS CODE: 9410**

Department:	California Department of Social Services
Final File Date:	CONTINUOUS FILING
Examination Type:	OPEN
Employment Type:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Salary:	MONTHLY-SALARY RANGE - \$4834.000 - \$6356.00
Location:	SACRAMENTO ONLY

EQUAL EMPLOYMENT OPPORTUNITY

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to 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(s), 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.

WHO SHOULD APPLY?

This is an OPEN examination for the California Department of Social Services. Anyone who meets the minimum qualifications as stated on this examination bulletin may apply. Applications will not be accepted on a promotional basis. Career Credits do not apply. Once you have taken the examination, you may not reapply for twelve (12) months.

FILING INSTRUCTIONS

Applicants must submit both the [State Examination/Employment Application \(STD. 678\)](#) and the Qualifications Assessment, found at the end of this examination bulletin, by mail or in person to:

FILE BY MAIL:

California Department of Social Services
Personnel Bureau, Examination Unit
PO Box 944243
Sacramento, CA 94244-2430
Attention: Mary Baver

FILE IN PERSON:

California Department of Social Services
Personnel Bureau, Examination Unit
744 P Street, OB 8, 15th Floor
Sacramento, CA 95814

Note: Only applications with original signature will be accepted. Facsimile (FAX) or e-mailed applications will not be accepted under any circumstances.

SPECIAL TESTING ARRANGEMENTS

If you require special testing arrangements due to a verified disability, medical condition or religious accommodation, you will be able to request a reasonable accommodation during the exam filing process. Please mark the appropriate box for Question 2 on the State Examination/Employments Application (STD. 678). You will be contacted to make specific arrangements.

ELIGIBLE LIST INFORMATION

An eligible list will be established for the California Department of Social Services. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date. Eligibility expires twelve (12) months after it is established, unless the needs of the service and conditions of the list(s) warrant a change in period. Competitors must then retake the examination to re-establish eligibility.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the experience and/or education requirements for this examination at the time the application is submitted. Your signature on the application indicates that you read, understood, and possess the minimum qualifications required.

Applications and resumes must include: “to” and “from” dates (month/day/year), time base, hours per week, civil service or private sector titles, and the duties performed. Applications without this information may be rejected from this examination. If using education to qualify, applicant must include copies of transcripts and/or copy of required degree. College course information must include title, number of semester or quarter units, name of institution, completion dates, and degree (if applicable).

MINIMUM QUALIFICATIONS

Qualifying experience may be combined on a proportionate basis. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

EITHER I

One year of experience in the California state service performing the duties of a Social Service Consultant I or Adoptions Case Work Supervisor, or substantially similar class at the same or higher level; or

Two years of experience in the California state service performing duties of a Social Service Consultant I, Adoptions Case Worker, or substantially similar class at the same or higher level.

OR II

Completion of a master's degree program from an accredited school of social work, approved by the Council on Social Work Education

and

One year of social casework, group work, or community organization experience in an administrative, supervisory, or consultative capacity above the first supervisory level; or

Two years of social casework, group work, or community organization experience in the capacity of a first-line supervisor. (Additional qualifying experience at the administrative, supervisory, or consultative level may be substituted for the required graduate education on a year-for-year basis, or two additional years of qualifying experience as a first line supervisor may be substituted for each of the two years of graduate education).

NOTE: Applicants must submit a copy of their unofficial college transcripts along with the examination application package when using education to meet the entrance requirements for this examination.

POSITION DESCRIPTION

This is the technical specialist level which may include supervisory responsibility. Incumbents perform the most responsible and complex assignments related to public social services such as the analysis of public social service problems and their impact on administration, development of program content, the recommendation of social service policies, and their application toward the solution of broad social service problems; and serve as a member of an administrative review team. Incumbents may also directly supervise a group of Social Service Consultants I and II responsible for the casework activities in a district office.

EXAMINATION INFORMATION

QUALIFICATIONS ASSESSMENT APPLICATION– Weighted 100%

The examination will consist of a Qualification Assessment weighted 100%. Candidates must attain an overall minimum score of 70% to be placed on the eligible list. The questionnaire is designed to

elicit, specific information regarding each candidate's education and experience relative to the testing classification. Responses to the questionnaire will be assessed based on pre-determined rating criteria. CANDIDATES WHO DO NOT COMPLETE OR SUBMIT THE QUALIFICATION ASSESSMENT MAY BE DISQUALIFIED.

KNOWLEDGE AND ABILITIES

A. Knowledge of:

1. Principles, practices, and techniques used in the administration of public social services and child welfare programs.
2. Community resources and social organizations.
3. Research methods as applied to social work.
4. The provisions of the Welfare and Institutions Code, the Social Security Act and other related State and Federal rules, regulations, and laws pertaining to public social service programs.
5. Scope and activities of public and private social service agencies.
6. Child psychology and human growth and development and group behavior.
7. Principles and practices of supervision and effective personnel practices.
8. Group and individual training methods.
9. Principles of public administration, personnel management, in-service training, and supervision.

B. Ability to:

1. Analyze problems arising out of the operation of public assistance, and child welfare programs.
2. Reach practical and logical conclusions and put into practice effective changes.
3. Perform research studies in the field of public social service.
4. Secure accurate social data and report and record such data systematically.
5. Utilize community resources.
6. Interpret the provisions of the Welfare and Institutions Code, The Social Security Act, and other related State and Federal rules, regulations, and laws pertaining to public social service programs.
7. Participate effectively in conferences and interviews and establish and maintain effective working relationships with those contacted in the work.
8. Plan, organize, and direct the work of others.
9. Communicate effectively and write clear, accurate, and concise reports.
10. Analyze situations accurately and take effective action.
11. Utilize and apply effectively the required technical knowledge.
12. Review and edit written reports.
13. Appear before groups and communicate effectively.
14. Perform as a highly trained expert or member of an administrative task force.

VETERANS' PREFERENCE

Veterans' Preference will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, widows or widower of a veteran, or spouse of a 100 percent-disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released. Veterans who have achieved permanent civil service status are not eligible to receive veterans' credits

SPECIAL PERSONAL CHARACTERISTICS

Willingness to travel and to work irregular hours; demonstrated capacity for assuming progressively greater responsibility as evidenced by recent employment history and interest in self-development; neat personal appearance; adaptability; tact; high moral standards; emotional stability; and good judgment.

DISCLAIMER

Please click on the link below to review the official California Department of Human Resource (CalHR) class specification:

[Social Service Consultant III](#)

CONTACT INFORMATION

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
P.O. BOX 944243
SACRAMENTO, CA 94244-2430
(916) 657-1762**

California Relay Service for the Deaf or Hearing Impaired from TDD phones call: 1-800-735-2929 or from voice phones call: 1-800-745-2922.

GENERAL INFORMATION

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

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 competitors will be notified.

Applications are available at the CAIHR's website at <https://jobs.ca.gov/pdf/std678.pdf>, Employment Development Department offices and the California Department of Social Services.

Americans with Disabilities Act, Title II: The California Department of Social Services (CDSS) is committed to a strong policy of equal employment opportunity. To this end, CDSS does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by CDSS on the basis of: race; color; national origin; ancestry; religion; creed; sex; marital status; sexual orientation; pregnancy; age; veteran status; political affiliation; or disability (including AIDS) as required by Title II of the Americans with Disabilities Act (ADA). Reasonable accommodations for qualified individuals with disabilities will be made available upon request.

Candidates needing special testing arrangement due to a disability, must mark the appropriate option on the application and/or contact the testing department.

Criminal Record Clearance Information: Some positions within various divisions of the California Department of Social Services are subject to fingerprinting and criminal records check requirements. This check will be completed by the Department of Justice. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and 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) service-wide 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.

TAKING THE EXAMINATION

Please take the Qualifications Assessment on the following page. Once completed, please print and mail to the address stated in the Filing Instructions Section above along with the State Application (Std. 678). Both documents must be submitted in order to be considered.



CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

SOCIAL SERVICE CONSULTANT III

QUALIFICATION ASSESSMENT APPLICATION

The purpose of the Qualification Assessment Application examination is to provide you an opportunity to demonstrate significant aspects of your qualifications for SOCIAL SERVICE CONSULTANT III with the California Department of Social Services (CDSS).

The information you provide will be rated based on objective criteria created by Subject Matter Experts. The rating will be used to determine your final score in this examination and an employment list will be established for those candidates who attain a passing score. The employment list has a list life of 12 months and will be used by CDSS to fill vacant positions.

The Qualification Assessment Application will account for 100% of the weight of your examination. Therefore, please be sure to follow the instructions carefully as missing or incomplete information will not be scored. Your responses are subject to verification, and should be an accurate reflection of your experience, education, and training.

Please submit a standard State Application (STD.678) along with this Qualification Assessment Application. The State Application can be obtained at the following site: <http://jobs.ca.gov/pdf/std678.pdf>

FILE BY MAIL:

California Department of Social Services
Personnel Bureau, Exam Unit, MS 8-15-58
PO Box 944243
Sacramento, CA 94244-2430

FILE IN PERSON:

California Department of Social Services
Personnel Bureau, Exam Unit
744 P Street, OB 8, 15th Floor
Sacramento, CA 95814

THIS AFFIRMATION MUST BE COMPLETED

I hereby certify and understand that the information provided by me on this assessment is true and complete to the best of my knowledge and contains no willful misrepresentation or falsifications. I also understand that if it is discovered that I have made any false representations, I will be removed from the list resulting from this examination and may not be allowed to compete in future examinations for State employment. If already hired from the result of this examination, I may have adverse action taken against me, which could result in dismissal.

I have read and understand the information given above.

Name (Printed): _____

Signature: _____

Date: _____

**Social Service Consultant III
Qualification Assessment Application**

SECTION I: COMMUNICATION SKILLS

- Communicate effectively and write clear, accurate and concise reports.
- Review and edit written reports.
- Appear before groups and communicate effectively.
- Participate effectively in conferences and interviews and establish and maintain effective working relationships (i.e., state, county, and community level agencies).

INSTRUCTIONS: Using the rating scale provided below, please indicate your level of experience for each task statement by placing an "X" in the corresponding column. In responding to each statement you may refer to your FORMAL EDUCATION, FORMAL TRAINING, and WORK EXPERIENCE whether paid or volunteer.

Level of Experience

Definition of Levels:

Extensive Experience: Over 4 years of experience performing this task.

Moderate Experience: 3 - 4 years of experience performing this task.

Basic Experience: 2 - 3 years of experience performing this task.

Limited Experience: 1 - 2 years of experience performing this task.

Minimal Experience: Less than 1 year of experience performing this task.

Extensive Experience

Moderate Experience

Basic Experience

Limited Experience

Minimal Experience

SAMPLE: Choose only one (1) response per statement.

X

1	Experience effectively communicating with individuals and groups.					
2	Experience preparing reports related to the functioning and needs of children and families.					
3	Experience preparing reports related to policy interpretation, research findings or program reviews.					
4	Experience reviewing and editing written reports.					
5	Experience writing agency policy or procedures.					
6	Experience preparing evaluations or assessments related to the functioning and needs of children and families.					
7	Experience participating in multidisciplinary groups related to services for children and families.					
8	Experience in interpretation of regulations and implementation.					
9	Experience resolving client complaints.					
10	Experience in tribal engagement.					
11	Experience collaborating with legal and other governmental entities for pending or settled lawsuits related child welfare.					
12	Experience with writing public documents and correspondence to high level management and community leaders.					
13	Experience in recruitment, retention and training of staff.					

SECTION II: PROGRAM PLANNING AND ORGANIZATION

- Research methods as applied to social work.
- Reach practical and logical conclusions and put into practice effective changes.
- Perform research studies in the field of public social service.
- Plan, organize, and direct/coordinate the work of others.
- Analyze situations accurately and take effective action.
- Perform as a highly trained member of an administrative task force.

INSTRUCTIONS: Using the rating scale provided below, please indicate your level of experience for each task statement by placing an "X" in the corresponding column. In responding to each statement you may refer to your FORMAL EDUCATION, FORMAL TRAINING, and WORK EXPERIENCE whether paid or volunteer.

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Moderate Experience

Basic Experience

Limited Experience

Minimal Experience

14	Experience collecting and interpreting research on social services program data.					
15	Experience conducting research on social services program data.					
16	Experience performing program analysis.					
17	Experience with multiple funding sources.					
18	Experience implementing program policy and procedures.					
19	Experience analyzing legislation and its potential impact on existing programs.					
20	Experience providing technical assistance or consultation.					
21	Experience developing action plans.					
22	Experience participating as a program expert on an administrative task force or work group.					
23	Experience working with specific ethnic group issues.					
24	Experience in statewide reviews leading to system improvement.					
25	Experience interpreting or analyzing social services program data on a computerized data base for the purpose of generating good practice guidelines and/or policy.					
26	Experience as a trainer or presenter.					

SECTION III: FAMILY AND CHILDREN'S SERVICES

- Principles, practices, and techniques used in the administration of public social services and child welfare programs.
- The provisions of Welfare and Institutions Code, the Social Security Act, and other related State and federal rules, regulations, and laws pertaining to public social service programs.
- Interpret the provisions of the Welfare and Institutions Code.

INSTRUCTIONS: Using the rating scale provided below, please indicate your level of experience in <u>both categories</u> for each statement by placing an "X" in the corresponding column(s). In responding to each statement you may refer to your FORMAL EDUCATION, FORMAL TRAINING, and WORK EXPERIENCE whether paid or volunteer.		Direct Services					Policy Analysis and Program Administration				
Definition of Levels: <u>Extensive Experience:</u> Over 4 years of experience <u>Moderate Experience:</u> 3 - 4 years of experience <u>Basic Experience:</u> 2 - 3 years of experience <u>Limited Experience:</u> 1 - 2 years of experience <u>Minimal Experience:</u> Less than 1 year of experience		<u>Extensive Experience</u>	<u>Moderate Experience</u>	<u>Basic Experience</u>	<u>Limited Experience</u>	<u>Minimal Experience</u>	<u>Extensive Experience</u>	<u>Moderate Experience</u>	<u>Basic Experience</u>	<u>Limited Experience</u>	<u>Minimal Experience</u>
Rate your experience in relation to the below client groups and program areas:											
SAMPLE: Choose only one (1) response per statement for each category			X							X	
27	Medi-Cal/Affordable Health Care										
28	Mental Health Services										
29	Early diagnostic screening and prevention tools										
30	Related or non-related caregivers for children in out-of-home care										
31	Family Preservation Services										
32	Child abuse prevention/treatment services										
33	Child welfare services										
34	Family Violence Services										
35	Substance abuse prevention or treatment										
36	Delinquency prevention services										
37	Children in out of home placements										
38	Child development programs										

SECTION III: FAMILY AND CHILDREN'S SERVICES
(Continued)

INSTRUCTIONS: Using the rating scale provided below, please indicate your level of experience in <u>both categories</u> for each statement by placing an "X" in the corresponding column(s). In responding to each statement you may refer to your FORMAL EDUCATION, FORMAL TRAINING, and WORK EXPERIENCE whether paid or volunteer.		Direct Services					Policy Analysis and Program Administration				
Definition of Levels: <u>Extensive Experience:</u> Over 4 years of experience <u>Moderate Experience:</u> 3 - 4 years of experience <u>Basic Experience:</u> 2 - 3 years of experience <u>Limited Experience:</u> 1 - 2 years of experience <u>Minimal Experience:</u> Less than 1 year of experience		<u>Extensive Experience</u>	<u>Moderate Experience</u>	<u>Basic Experience</u>	<u>Limited Experience</u>	<u>Minimal Experience</u>	<u>Extensive Experience</u>	<u>Moderate Experience</u>	<u>Basic Experience</u>	<u>Limited Experience</u>	<u>Minimal Experience</u>
<i>Continue rating your experience in relation to the below client groups and program areas:</i>											
39	Programs for Indian families and children										
40	Non minor dependents										
41	Indian Child Welfare Act (ICWA)										
42	Pregnant minors and parenting teens										
43	Juvenile probation population										
44	Medically fragile children										
45	Adolescent services, including Commercially Sexually Exploited Children (CSEC) and Lesbian, Bisexual, Gay, Transgender, Questioning (LBGTQ)										
46	Emancipating youth programs										
47	After Care Services										
48	Recruitment and training of adoptive and or foster families										
49	State or County licensing of children facilities										
50	Adoption laws and regulations										
51	Permanency Services										

**SECTION IV: INTERRELATIONSHIPS OF AGENCIES RELATED TO
FAMILY AND CHILDREN SERVICES**

- Community resources and social organizations.
- Scope of activities of public and private social service agencies.

INSTRUCTIONS: Using the rating scale provided below, please indicate your level of experience for each task statement by placing an "X" in the corresponding column. In responding to each statement you may refer to your FORMAL EDUCATION, FORMAL TRAINING, and WORK EXPERIENCE whether paid or volunteer.

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Minimal Experience: Less than 1 year of experience performing this task.

Extensive Experience

Moderate Experience

Basic Experience

Limited Experience

Minimal Experience

52	Experience participating as a program expert on multidisciplinary groups aimed at developing and maintaining coordinated systems.					
53	Experience in coordination and facilitation of multidisciplinary groups.					
54	Experience participating on a multidisciplinary group to address programs with multiple funding sources.					
55	Experience representing an agency at a variety of meetings held by public and private entities, including high level government and community leaders.					

MAILING INSTRUCTIONS:

Please submit your completed Qualification Assessment Application, along with a standard State Application Form (STD. 678) to the address listed below. Remember to sign your Qualification Assessment Application as well as your State Application. Failure to include original signature may result in disqualification.

California Department of Social Services
Personnel Bureau, Exam Unit, MS 8-15-58
P.O. Box 944243
Sacramento, CA 94244-2430