



LICENSING PROGRAM MANAGER III
EXAM CODE: 8BP02
CLASS CODE: 8220

Department: DEPARTMENT OF SOCIAL SERVICES
Final Filing Date: CONTINUOUS FILING
Exam Type: DEPARTMENTAL OPEN
Salary: MONTHLY SALARY RANGE - \$8,004.00 - \$9,088.00
Location: STATEWIDE

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

FILING INSTRUCTIONS

Applicants must submit the [State Examination/Employment Application \(STD. 678\)](#), by mail or in person to:

FILE BY MAIL:

California Department of Social Services
Attention: Examinations Unit
P.O. Box 944243, MS 8-15-58
Sacramento, CA 94244-2430

FILE IN PERSON:

California Department of Social Services
Attention: Examinations Unit
744 P Street
Sacramento, CA 95814
Monday-Friday, 8:00 AM-5:00 PM

NOTE: Only applications with an 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/Employment Application (Std. 678). You will be contacted to make specific arrangements.

ELIGIBLE LIST INFORMATION

An eligible list will be established for use by 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 examination 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 this 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 must include: "to" and "from" dates (month/day/year), time base, hours worked 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 unofficial transcripts. College course information must include title, number of semester or quarter units, name of institution, completion dates, and degree (if applicable).

MINIMUM QUALIFICATIONS

Either I

Experience: One year of experience in the California state service performing the duties of a Licensing Program Manager II.

Or II

Experience: Four 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 (two years 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 III

Experience: Broad and extensive (more than 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 (three years of which must have been in a supervisory capacity).

And

Education: Equivalent to graduation from college.

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

POSITION DESCRIPTION

Under the direction of the Program Administrator of the Community Care Licensing Division, the Licensing Program Manager III acts as an Assistant Program Administrator and directly is responsible for all licensing and monitoring activities of licensing offices. Traveling required Statewide.

The Licensing Program Manager III provides operational direction to reporting offices, ensures uniform enforcement of regulations using statewide procedures and standards, and reviews and recommends appropriate administrative actions against community care facilities violation statutes and regulations. In addition, the incumbent makes regular visits to the licensing offices within their areas of his/her responsibility to review offices operations and management information statistical reports.

EXAMINATION INFORMATION

Qualifications Assessment Application – Weighted 100%

The examination will consist of a Qualifications Assessment (QA) weighted 100%. Candidates must attain an overall minimum score of 70% to be placed on the eligible list. The QA is designed to elicit specific information regarding each candidate's education and experience relative to the testing classification. Responses to the QA will be assessed based on pre-determined rating criteria. CANDIDATES WHO DO NOT COMPLETE OR SUBMIT THE QUALIFICATIONS ASSESSMENT MAY BE DISQUALIFIED.

KNOWLEDGE AND ABILITIES

A. 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

B. 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

ADDITIONAL DESIRABLE QUALIFICATIONS

Demonstrated ability to act independently with open-mindedness, flexibility, and tact; willingness to travel to various facilities; and the ability to act effectively under pressure.

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, widow 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' preference.

CAREER CREDITS

Career Credits do not apply in this examination.

CLASSIFICATION SPECIFICATION

Please click on the link below to review the official California Department of Human Resources (CalHR) classification specification.

[LICENSING PROGRAM MANAGER III](#)

CONTACT INFORMATION

California Department of Social Services
Attention: Examinations Unit
P.O. Box 944243, MS 8-15-58
Sacramento, CA 94244-2430
examinations@dss.ca.gov

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 examination, and all candidates who pass will be ranked according to their scores.

It is the candidate's responsibility to contact the CDSS Examination Unit at examinations@dss.ca.gov or 916-657-1762 within three weeks after the submitting an application if he/she has not received a progress notice.

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

Applications are available at the CalHR's website at [State Examination/Employment Application \(STD. 678\)](#), Employment Development Department offices and the California Department of Social Services.

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 as required by Title II of the Americans with Disabilities Act (ADA).

Candidates needing special testing arrangement due to a disability, must mark the appropriate option in Question #2 on the Examination Application form STD.678. You will be contacted to make specific arrangements. TDD users may contact the California Relay Service TDD line at 1-800-735-2929, Voice line at 1-800-735-2922.

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

Applications will be reviewed by the Examinations Unit to determine if the applicant meets the minimum qualifications. All applicants who meet the minimum qualifications will be sent an email to the email address on their application with a link to the Survey Monkey examination. After the examination is completed, it will be scored, and a notification of results letter will be mailed in approximately three weeks.