



# Licensing Program Manager I Licensing Program Manager II

A699 – 8222/8224 – 5PB01-01/5PB01-02

Department(s): Department of Social Services  
Opening Date: June 24, 2015  
Final Filing Date: Continuous  
Type of Examination: Departmental Open  
Monthly Salary: Licensing Program Manager I - \$5,851.00 - \$7,270.00  
Licensing Program Manager II - \$6,423.00 - \$7,982.00

## 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 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.

## WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this Training and Experience Evaluation at any time.

Once you have taken the Training and Experience Evaluation, you may not retake it for 12 months.

## 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.

If you have any questions, please contact the:

California Department of Human Resources at 1-866-844-8671

OR

California Relay Service at 7-1-1

Telecommunications Device for the Deaf (TTY) at (916) 654-6336\*

(\*) TTY is a telecommunications device that is reachable only from telephones equipped with a TTY device.

### ELIGIBLE LIST INFORMATION

An open eligible list will be established for use by the Department of Social Services. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires 12 months after it is established. Competitors must then retake the Training and Experience Evaluation to reestablish eligibility.

### REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

**NOTE:** All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

### MINIMUM QUALIFICATIONS

#### LICENSING PROGRAM MANAGER I

##### Either I

**Experience:** One year of experience in the California state service [performing the duties of](#) a Licensing Program Analyst, Range D.

##### Or II

**Experience:** Two 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. **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:** Four 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. **and**

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

#### LICENSING PROGRAM MANAGER II

##### Either I

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

##### Or II

**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 III**

**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 I

This is the first supervisory level in the series. Under direction, incumbents supervise a group of Licensing Program Analysts in a regional office; review staff work to ensure uniformity and conformity with policies and procedures; hold informal conferences with facility operators; conduct quality assurance reviews of Licensing Program Analysts' work; provide consultation and direction to staff; and may occasionally be assigned to lead and/or initiate special projects or task forces related to changes in organization, regulations, policy, or procedures.

### Licensing Program Manager II

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 INFORMATION

### TRAINING AND EXPERIENCE EVALUATION – Weighted 100%

The examination will consist solely of a Training and Experience Evaluation. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Evaluation process.

Select [Preview Training and Experience Evaluation questions](#) to view the questions for this Training and Experience Evaluation.

## KNOWLEDGE AND ABILITIES

### Licensing Program Manager I & II

#### Knowledge of:

1. Principles, practices, and techniques used in the administration of the Community Care Licensing Program.
2. Organization and operation of Community Care Facilities.
3. Out-of-home care for adults and children including day and residential care programs for well children, the elderly, and persons with disabilities.

4. Community resources and social organizations.
5. Provisions of the Health and Safety Code, the Social Security Act, and other State/Federal rules, regulations, and laws related to out-of-home care programs.
6. Scope and activities of public and private social service agencies.
7. Principles and practices of supervision and personnel relations.
8. Group and individual training methods.
9. The Department's Equal Employment Opportunity Program objectives.
10. A supervisor's role in the Equal Employment Opportunity Program and the processes available to meet equal employment opportunity objectives.

**Ability to:**

1. Plan, organize, and direct the work of others.
2. Analyze problems arising out of the operation of the Community Care Licensing Program.
3. Secure accurate data and record and report such data systematically.
4. Develop and evaluate alternatives.
5. Reach practical and logical conclusions and put into practice effective changes.
6. Utilize community resources.
7. Interpret provisions of the Health and Safety Code, Social Security Act, and other State/Federal rules, regulations, and laws pertaining to out-of-home care programs.
8. Participate effectively in conferences and interviews.
9. Establish and maintain effective working relationships.
10. Communicate effectively.
11. Produce clear, accurate, and concise reports.
12. Analyze situations accurately and take effective action.
13. Utilize and apply effectively required technical knowledge.
14. Gain and maintain the confidence and cooperation of those contacted during the course of work.
15. Review and edit reports.
16. Establish and maintain priorities.
17. Develop and effectively utilize all available resources.
18. Work effectively under pressure dealing with sensitive issues.
19. Effectively train personnel.
20. Provide consultation to the staff, license applicants, and licensees.
21. Effectively contribute to promoting equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

**Licensing Program Manager II Only**

**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.
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**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 and maintain a work environment that is free of discrimination and harassment.

**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.

**CONTACT INFORMATION**

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)

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

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

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

**GENERAL INFORMATION**

**Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov) and local offices of the Employment Development Department.

**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 on this bulletin will be rated against a

predetermined job-related rating, 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, should 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.

**Candidates needing special testing arrangements** due to a disability must mark the appropriate box on the application and contact the testing department.

**Hiring Interview Scope:** In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the [Licensing Program Series classification specification](#).

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, 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) service-wide promotional, 5) departmental open, and 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.

**Veterans' Preference:** Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at [CalHR's Veterans' Information Webpage](#) and the Department of Veterans Affairs.

**Bulletin Revision Date: 08/04/2017**

## **SUGGESTED RESOURCES TO HAVE AVAILABLE WHEN BEGINNING THE EVALUATION**

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

**Education:** School name and address, degree(s) earned, dates attended, courses taken (verifiable on a transcript), person or office who can verify education, and phone numbers of persons listed above.

**Training:** Class titles, certifications received, name of person(s) who can verify your training and his/her contact information.

## **Where to Apply**

When you click the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.

**NOTE:** This is a series examination for both the Licensing Program Manager I and II classifications. **Should you fail this examination and not obtain eligibility for one or both of the classifications**, you will be required to wait 12 months before reapplying for the examination(s) for which you were unsuccessful.

**[Click here to go to the Training & Experience Evaluation.](#)**