COUNTY OF LOS ANGELES invites applications for the position of:



HUMAN SERVICES AIDE

SALARY: \$2,899.00 - \$3,788.56 Monthly

\$34,788.00 - \$45,462.72 Annually

OPENING DATE: 08/11/16
CLOSING DATE: Continuous

POSITION/PROGRAM INFORMATION:



FIRST DAY OF FILING: 08/18/2016 AT 8:00 a.m. (PST) - ONLINE FILING ONLY

FILING WILL BE SUSPENDED AFTER THE FIRST 500 APPLICATIONS ARE RECEIVED OR BY WEDNESDAY, AUGUST 24, 2016, AT 5:00 P.M. (PST), WHICHEVER OCCURS FIRST. APPLICATIONS RECEIVED AFTER THE FIRST 500 WILL NOT BE CONSIDERED.

EXAM NUMBER:

T8995L

TYPE OF RECRUITMENT:

OPEN COMPETITIVE JOB OPPORTUNITY

DEFINITION:

Provides a variety of specialized program, service, and client related assistance and support to professional staff responsible for the delivery of human services programs.

CLASSIFICATION STANDARDS:

Positions allocable to this class work under the technical and administrative supervision of professional staff and are responsible for providing specialized program and client related assistance and support to professional staff in providing human services to the public. Positions perform a variety of support functions that require the use of judgment and discretion, decision-making, and independence of action. The work performed by the Human Services Aide class requires extensive program, case, and client related knowledge and also requires the frequent, in-depth interaction with clients, participants, patients, resource agencies, schools, law enforcement, and other individuals and organizations directly and non-directly related to the services provided. This class is distinguished from other support positions by its responsibility for performing duties that are program, service, or client oriented and require a greater degree of knowledge of program, services, clients, and departmental policies and procedures. The Human Services Aide is a non-supervisory class but may provide direction and guidance to lower-level clerical staff. This class works in support of professional staff by applying basic technical practices and knowledge in performing supportive assignments within the professional service area.

ESSENTIAL JOB FUNCTIONS:

1. Collects information related to casework by requesting pertinent, sensitive information (e.g. medical records, birth certificates, employment history, etc.) from a variety of sources (e.g. health facilities, employers, various government agencies, etc.) researching supportive services for clients, such as housing, as directed by professional staff; interviewing clients; or observing the physical state of clients and their environment when assisting professional staff during on-site visitations to facilitate the delivery of human services programs by professional staff to clients in accordance with departmental

policies, procedures, and regulations.

- 2. **Prepares a wide variety of documents** (e.g., standardized forms, records, reports, correspondence, or emails) by using a personal computer and appropriate software (e.g. word processing, etc.) or by manually completing standard forms (consisting of narratives, computations, fillin blanks, and/or checkmark boxes) in order to accomplish a variety of activities (e.g. document and record client information; document visitations; assist clients who apply for human services programs, etc.) in accordance with departmental policies, procedures, and regulations.
- 3. **Provides a variety of information** (e.g., provisions of human services programs, departmental policy and procedure, pertinent case and client information, etc.) to a variety of individuals (e.g. clients, individuals or agencies associated with the case, coworkers, law enforcement officials, etc.) by orally conveying information clearly and concisely or providing written information (e.g. instructions and pamphlets in their primary language, as necessary) to ensure that the clients and other relevant parties are properly informed about their case and that any information provided or received is understood, complete, accurate, and in accordance with departmental policies, procedures, and regulations.
- 4. **Enters data into various computerized systems** (e.g. CWS/CMS, etc.) to update or correct client information and record client interactions by operating a computer system, reviewing appropriate documents (e.g., reports, personal identifications, birth certificates, etc.) and following State and departmental policies and procedures to comply with legal and departmental requirements.
- 5. **Monitors children and familie**s under structured circumstances in the office (e.g., court ordered visitations, meeting with social workers, etc.) by following departmental policies and procedures to ensure child safety, including defusing high-stress situations or terminating visits.
- 6. **Provides a supporting environment for clients** by befriending, encouraging, motivating, and guiding him/her in order to help the client handle the problems that he/she is facing.
- 7. **Assists in coordinating client events** (e.g. court hearings, hospitalizations, sibling visitations, etc.) by contacting pertinent parties, organizing information, and scheduling meeting times and locations to ensure that arrangements are made accurately and are conveyed to the appropriate individuals.
- 8. **Transports clients to various locations** (e.g., school, court, medical appointments, visitation sites, etc.) by driving a vehicle in order to follow client's assessment plan as directed by professional staff.
- 9. **Testifies in court** by preparing and attending the court hearing in order to orally communicate information to others or address concerns raised by relevant parties related to client interactions and observations.

REQUIREMENTS:

ONLINE FILING ONLY

SELECTION REQUIREMENTS:

<u>OPTION I</u>: Associate's Degree* or higher from an accredited college or university, **15 semester or 23 quarter units of which must be** in a human services related field**.

<u>OR</u>

OPTION II: Two years of <u>paid social service experience</u> which includes interviewing clients to assess human services needs, assisting clients in obtaining services, or explaining policies and program services to clients.

<u>OR</u>

OPTION III: Two years of paid specialized clerical experience *** providing program, service, or client related service in support of professional staff responsible for the delivery of human services programs.

PHYSICAL CLASS II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

LICENSE REQUIRED:

A California Class C Driver License is required. Candidates must show proof of a driver's license before appointment and will be required to obtain a copy of their driving record from the California State Department of Mother Vehicles before being appointed. A copy of the driving record must be presented at the time of appointment. License must not be suspended, restricted, or revoked. Also, a personal vehicle will be required at the time of appointment in order to perform the essential job functions.

AN APPLICANT WHOSE DRIVING RECORD SHOWS FOUR (4) OR MORE MOVING VIOLATIONS WITHIN THE LAST TWO YEARS WILL NOT BE APPOINTED

SPECIAL REQUIREMENT INFORMATION:

- * In order to receive credit for an Associate's Degree or higher, you must include a legible copy of the <u>official transcripts only</u> from the accredited institution <u>which shows</u>: (a) degree conferred, and (b) 15 semester or 23 quarter units in a human services related field,** <u>at the time of filing or during the examination process.</u>
- **Human Services related fields are Psychology, Sociology, Child Development, Social Work, Behavioral Science, Human Development, Human Services, Child & Adolescent Development, Early Childhood Development, Clinical Psychology, Counseling, Family and Child Development, Family Studies, Marriage and Family Therapy, Marriage, Family and Child Counseling.
- ***Specialized Clerical experience is defined as clerical duties in a defined subject matter area with continuing responsibility for projects, questions, or problems that arise with an area of a program or functional specialty. Requires knowledge of rules, regulations, and other guidelines relating to completing assignments in the program area assigned. Knowledge is usually attained through extensive, increasingly difficult, and practical attained through extensive, increasingly difficult, and practical experience and training in the subject matter field.

ADDITIONAL INFORMATION:

EXAMINATION CONTENT

This examination will consist of a written test weighted 100% that consists of both computerized and paper-and-pencil components covering Written Expression, Reading Comprehension, Data Analysis and Decision-Making, Office Practices and Procedures, Customer Service, Achievement and Orientation, Dependability, Customer Service Potential, Customer Focus, Conscientiousness, and Retention.

IN ACCORDANCE WITH CIVIL SERVICE RULE 7.19, THE WRITTEN TEST MATERIALS ARE STANDARDIZED AND COPYRIGHTED; AND THEREFORE, **NOT SUBJECT TO REVIEW**.

Candidates must achieve a minimum passing score of 70% or higher on the examination in order to be placed on the eligible list.

All notifications (e.g. Notices of Non-Acceptance, Notice of Results, etc.) will be mailed via United States Postal Services (USPS).

TRANSFER OF SCORES

Applicants that have taken identical test part(s) for other exams within the last 12 months, will have their written test scores for the identical test part(s) automatically transferred to this examination.

This examination contains test parts that may be used in the future for new examinations. Your scores will be transferred to the new examination and you may not be allowed to re-take any identical test parts for at least 12 months.

TEST PREPARATION

Study guides and other test preparation resources are available to help candidates prepare for employment tests. An interactive, Online Test Preparation System for taking practice tests may be accessed on the Department of Human Resources website at http://hr.lacounty.gov/ Please click on "Find A Job" and then "Job Search Toolkit." Test preparation information is located under the "Employment Test Assistance" section. You can also access test preparation for the computerized portion of the test by going to http://www.shldirect.com/practice_tests.html. While the guides will help in preparing for the test, we advise you to review all related materials that you deem necessary.

ELIGIBILITY INFORMATION: The names of candidates receiving a passing grade in the examination will be placed on the eligible list in the order of their score group for a period of (12) months following the date of promulgation.

NO PERSON MAY COMPETE FOR THIS EXAMINATION MORE THAN ONCE EVERY TWELVE (12) MONTHS.

SELECTIVE CERTIFICATION: If there is a need to make appointments for special bilingual skills, to

serve the County population, a selective certification list may be instituted in accordance with Civil Service 11.03. Applicants who know any language other than English may indicate on the application. Their bilingual skills will be tested before they are added to the selective certification list.

SPECIAL INFORMATION:

FINGERPRINTING CLEARANCE AND BACKGROUND INVESTIGATION: All Department of Children and Family Services employees are fingerprinted and subject to criminal background check by the State Department of Justice and Federal Bureau of Investigation. Employment/Promotion is contingent upon passing the background checks. An individual with job-related convictions as defined by the DHR PPG 514 regarding "sensitive positions" may be withheld from appointment or may be discharged.

APPOINTMENT INFORMATION: Candidates who are selected for an employment must successfully complete the pre-employment requirements, which include fingerprint clearance and background investigations, medical examination and psychological evaluation.

Appointees must be willing to work after hours, weekend shifts and holidays.

VACANCY INFORMATION: The eligible list resulting from this examination will be used to fill vacancies in the Department of Children and Family Services.

AVAILABLE SHIFT: Any

APPLICATION AND FILING INFORMATION:

APPLICATIONS MUST BE FILED ONLINE ONLY.

Applicants are required to submit a standard Los Angeles County Employment Application online and complete the Supplemental Questionnaire to be considered for this examination. Paper application and/or resumes cannot be accepted in lieu of online application.

All applicants MUST complete the filing process ONLINE (via electronic submission). Applications will not be accepted by mail, fax, or in person.

We must receive your application and additional documents, if any, by 5:00 p.m. (PST) on or before the last day of filing.

All required documents must be submitted at the time of filing. Any missing required documents not submitted by the last day of filing or during the examination process will result in your application being rejected as incomplete.

Note: If you are unable to attach the required documents, you may e-mail them to Badoyy@dcfs.lacounty.gov or fax the documents to (213) 738-6470 by 5:00 pm, PST, the last day of filing or during the examination process. Please make sure to **reference your full name**, **examination title and number on the subject line of your e-mail or in your fax**.

Apply online by clicking on the green "**APPLY**" button at the top right corner of this posting. You can also track the status of your application by using this website.

All information is subject to verification. We may reject your application at any time during the examination and hiring process, including after appointment has been made. Falsification of any information may result in disqualification or rescission of appointment.

Fill out your application completely. The acceptance of your application depends on whether you have clearly shown that you meet the **Selection Requirements and complete the Supplemental Questionnaire**. Provide any relevant education, training, and experience in the spaces provided, so we can evaluate your qualifications for the job. For each job held, give the name and address of your employer, your job title, beginning and ending dates, number of hours worked per week, description of work performed, and salary earned. If your application is incomplete, it will be rejected.

SOCIAL SECURITY NUMBER: All applicants MUST enter a valid social security number at the time of filing. Entering anything other than a valid social security (i.e., 000-00-0000, 111-11-1111, etc.) will result in an automatic rejection of your application.

COMPUTER AND INTERNET ACCESS AT PUBLIC LIBRARIES: For candidates who may not have regular access to a computer or the Internet, applications can be completed on computers at public libraries throughout Los Angeles County.

NO SHARING OF USER ID AND PASSWORD: All applicants must file their application online using

their OWN user ID and password. Using a family member or a friend's user ID and password may erase a candidate's original application record.

California Relay Services Phone: (800) 735-2922 ADA Coordinator Email: Badoyy@dcfs.lacounty.gov

Teletype Phone: (800) 899-4099

Alternate Teletype Phone: (800) 897-0077

Department Contact Name: Yeran Badoyan Department Contact Phone: (213) 351-5898

Department Contact Email: Badoyy@dcfs.lacounty.gov

COUNTY OF LOS ANGELES Employment Information

Any language contained in the job posting supersedes any language contained below.

Your Responsibilities:

1. Completing Your Application:

the application. Incomplete applications cannot be accepted.

- Social Security Number.
- d. To receive APPROPRIATE CREDIT, include a copy of your or contact a local Social Security office. diploma, transcript, certificate, or license as directed on the job posting.

posting.

individual over age 40.

states otherwise. Experience is evaluated on the basis of a verifiable 40-hour week

3. Application Deadline:

a. All job applications must be completed and submitted by the

filed in person at the address provided on the job posting.

4. Change of Name or Address:

done at any time.

5. Promotional Examinations:

otherwise stated on the job posting.

open continuous exams.

6. <u>Equal Employment Opportunity/Non-Discrimination Policy</u>:

employment opportunity for all qualified persons, regardless of 1982, and has not previously completed 24 months of continuous active

Social Security Act of 2004: Section 419 (c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local a. Before submission of the application, it is your responsibility to government employers to disclose the effect of the Windfall Elimination ensure that all information provided is correct and complete on Provision and the Government Pension Offset Provision to employees hired on or after January 1, 2005, in jobs not covered by Social b. Please list separately the PAYROLL TITLE for each job. Do not Security. The County of Los Angeles does not participate in the Social group your experience. Specify the beginning and ending dates for Security System. All newly hired County of Los Angeles employees each job. If you are a County employee and have been promoted, must sign a statement (Form SSA-1945) prior to the start of do NOT list all of your time with the County under your present employment indicating that they are aware of a possible reduction in their future Social Security benefit entitlement. For more information on c. Your Social Security Number must be included for record control Social Security and about each provision, you may visit the website purposes. Federal law requires that all employed persons have a www.socialsecurity.gov, or call toll free 1-800-772-1213. Persons who are deaf or hard of hearing may call the TTY number 1-800-325-0778

Record of Convictions: As part of the selection process you may be required to complete and submit a Candidate Conviction History 2. Minimum or Selection Requirements are listed in the job Questionnaire (CCHQ). PLEASE DO NOT SUBMIT THE CCHQ WITH YOUR APPLICATION, unless instructed to do so. A full disclosure of all a. YOUR APPLICATION WILL BE ACCEPTED ONLY IF IT CLEARLY convictions is required, when requested. Failure to disclose convictions SHOWS YOU MEET THESE REQUIREMENTS. The information you will result in disqualification. Not all convictions constitute an automatic give will determine your eligibility and is subject to verification at bar to employment. Factors such as your age at the time of the offense(s), and the recency of offense(s) will be taken into account, as b. You must be at least 16 years of age at the time of appointment well as the relationship between the offense(s) and the job(s) for which unless other age limits are stated on the job posting. The Federal you apply. However, any applicant for County employment who has Age Discrimination in Employment Act (ADEA) of 1967, as been convicted of workers' compensation fraud is automatically barred amended, prohibits discrimination on the basis of age for any from employment with the County of Los Angeles (County Code Section 5.12.110). ANY CONVICTIONS OR COURT RECORDS WHICH ARE c. Your experience may be paid or unpaid unless the job posting EXEMPTED BY A VALID COURT ORDER DO NOT HAVE TO BE INCLUDED.

> For more information regarding convictions that are not subject to disclosure, please refer to the CCHQ from the link below: http://file.lacounty.gov/dhr/CCHQ 2014.pdf

last day of the filing period and closing time indicated on the job Americans with Disabilities Act of 1990: All positions are open to posting. Job postings with an open continuous filing period are qualified men and women. Pursuant to the Americans with Disabilities subject to closure without prior notice. It is to your advantage to Act of 1990, persons with disabilities who believe they need reasonable file your application early and not wait until the last allowable date accommodation, or help in order to apply for a position, may contact and time as you will not be able to apply once the filing period has the ADA/Personnel Services for Disabled Persons Coordinator. Hearing impaired applicants with telephone teletype equipment may leave b. Applications for positions designated "Apply in Person" must be messages by calling the teletype phone number on the job posting. The County will attempt to meet reasonable accommodation requests whenever possible.

To change personal information such as your name or address, log Veteran's Credit: In all open competitive examinations, a veteran's into your profile and make the necessary change. This can be credit of 10 percent of the total credits specified for such examinations will be added to the final passing grade of an honorably discharged veteran who served in the Armed Forces of the United States under any of the following conditions: During a declared war; -or- During the a. Some of your experience may have been in a position in which period April 28, 1952 through July 1, 1955; -or- For more than 180 such work is not typically performed. If such experience is consecutive days, other than for training, any part of which occurred permitted as indicated on the job posting, a signed Verification of after January 31, 1955, and before October 15, 1976; -or- During the Experience Letter (VOEL) signed by your department's Human Gulf War from August 2, 1990 through January 2, 1992; -or- For more Resources Office must be attached to your application unless than 180 consecutive days, other than for training, any part of which occurred during the period beginning September 11, 2001, and ending b. If indicated on the job posting, permanent employees who have on August 31, 2010 the last day of Operation Iraqi Freedom; -or- In a COMPLETED THEIR INITIAL PROBATIONARY PERIOD AND HOLD A campaign or expedition for which a campaign medal or expeditionary QUALIFYING PAYROLL TITLE may file for promotional examinations medal has been authorized and awarded. Any Armed Forces if they are within six months of meeting the experience Expeditionary medal or campaign badge, including El Salvador, requirements by the last day of filing or at the time of filing for Lebanon, Grenada, Panama, Southwest Asia, Somalia, and Haiti qualifies for credit.

A campaign medal holder or Gulf War veteran who originally enlisted a. It is the policy of the County of Los Angeles to provide equal after September 7, 1980 (or began active duty on or after October 14,

b. If you require material in an ALTERNATE FORMAT or are an individual requesting REASONABLE ACCOMMODATION(S) in the This also applies to the spouse of such person who, while engaged in related information will remain confidential.

Disclaimer: The County of Los Angeles is not responsible or in competitive exam to qualify for veteran's credit. any way liable for any computer hardware or software malfunction selection process.

provided on it are provided on an "as is" and "as available" basis of: 1) identity and 2) U.S. employment eligibility without warranties of any kind, either express or implied. No advice or information given by the County of Los Angeles or its Los Angeles County Child Support Compliance Program: In an warranty

other harmful components. You shall have no recourse against the not be disqualified from employment based on this information. County of Los Angeles as the system provider for any alleged or actual infringement of any proprietary rights a user may have in The California Fair Employment and Housing Act (Part 2.8 anything posted or retrieved on our system.

out of the use of this system, the Internet generally or on any and pregnancy, childbirth, or related medical conditions. other basis.

By accepting the Use Disclaimer set forth here, you agree to all of Accreditation Information: Accredited institutions are those listed in related software, shall be a violation of the Use Disclaimer.

Benefit Information: Depending on the position, the successful Association of International Credential Evaluators, Inc. (AICE). candidate will enroll in a contributory defined benefit pension plan if the candidate is a "new member" of the County's defined benefit plan (LACERA) on or after January 1, 2013 (first employed by the County on or after December 1, 2012) - unless she or he established reciprocity with another public retirement system in which she or he was a member before January 1, 2013. It should be noted that County employees do not pay into Social Security, but do pay the Medical Hospital Insurance Tax portion of Social Security at a rate of 1.45%. The Los Angeles County Employees Retirement Association (LACERA) has reciprocal agreements with several public retirement systems in California.

APPLICATIONS MAY BE FILED ONLINE AT:

http://hr.lacounty.gov

****** Los Angeles, CA 90010

race, color, religion, sex, national origin, age, sexual orientation or duty) must have served continuously for 24 months or the full period called or ordered to active duty.

examination process for a physical or mental disability, please such service was wounded, disabled or crippled and thereby CONTACT THE AMERICANS WITH DISABILITIES ACT (ADA) permanently prevented from engaging in any remunerative occupation, COORDINATOR LISTED ON THE JOB POSTING. The provision of and also to the widow or widower of any such person who died or was reasonable accommodation may be subject to verification of killed while in such service. A DD214, Certificate of Discharge or disability as allowable with State and Federal law. All disability- Separation from Active Duty, or other official documents issued by the branch of service are required as verification of eligibility for Veterans preference. Applicants must submit the documentation for each open

which may affect the employment application or the application Employment Eligibility Information: Final appointment is contingent upon verification of U.S. citizenship or the right to work in the United States. Immigration law provides that all persons hired after November You assume all responsibility and risk for the use of this system 6, 1986, are required to present original documents to the County, and the Internet generally. This system and the information within three (3) business days of hiring, which show satisfactory proof

respective employees shall modify the foregoing or create any effort to improve compliance with court-ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of The County of Los Angeles expressly disclaims any warranty that hire) is regularly reported to the State Directory of New Hires which the information on this system or on the Internet generally will be may assist in locating persons who owe these obligations. Family Code uninterruptible or error free or that any information, software or Section 17512 permits under certain circumstances for additional other material accessible from the system is free of viruses or employment and identifying information to be requested. Applicants will

commencing with Section 12900 of Division 3 of Title 2 of the Government Code) and the Regulations of the Fair Employment and The County of Los Angeles shall not be liable for any direct, Housing Commission (California Code of Regulations, Title 2, Division 4, indirect, punitive, incidental, special or consequential damages Sections 7285.0 through 8504) prohibits employment discrimination arising out of or in any way connected with the use of this system based on race or color; religion; national origin or ancestry, physical or with the delay or inability to use it (or any linked sites), or for disability; mental disability or medical condition; marital status; sex or any information obtained through this system, or otherwise arising sexual orientation; age, with respect to persons over the age of 40;

Test Preparation: Study guides and other test preparation resources NOTE: Your application is submitted using Secure Encryption to may be accessed through the Department of Human Resources website ensure the privacy of all information you transmit over the at: http://hr.lacounty.gov. Additional test preparation resources may be listed on the job posting.

the above terms and further agree to use this Online Job the publications of regional, national or international accrediting Employment Application System only for the submission of bona agencies which are accepted by the Department of Human Resources. fide employment applications to the County of Los Angeles. Any Publications such as American Universities and Colleges and other use of this Online Job Employment Application System, International Handbook of Universities are acceptable references. Also including without limitation any copying, downloading, translation, acceptable, if appropriate, are degrees that have been evaluated and decompiling, or reverse engineering of the system, data, or deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services or the

> Position #T8995J **HUMAN SERVICES AIDE**

HUMAN SERVICES AIDE Supplemental Questionnaire

* 1. The information you provide on this supplemental questionnaire will be evaluated and used to determine your eligibility to participate in the next phase of the examination process. Please be as specific as possible and include all information and upload required document as requested. Comments such as "see resume or application" will not be considered as a response. Please note that all information is subject to verification at any time in the examination and hiring process.

Falsification of any information may result in disqualification or dismissal.

I understand the above information and instructions.

* 2. Do you have an Associate Degree or higher from an accredited college or university with a 15 semester or 23 quarter units in a human services related field?

Yes

No

* 3. If you answered yes to above question, have you attached a legible copy of your official transcripts which show total units in human services field to your online application?

Yes

No

* 4. How many years of paid experience do you have performing social service duties that include: interviewing clients to assess human services needs, assisting clients in obtaining services, or explaining policies and program services to clients?

I do not have experience in this field

Less than a year

One year to less than 2 years

2 years or more

- * 5. For the experience selected above, provide your job title, name of employer and contact information, dates of employment from (MM/DD/YY) to (MM/DD/YY) and description of your duties. If you don't have experience in this specific area, type "No Related Experience" and proceed to the next question.
- * 6. How many years of paid experience do you have performing specialized clerical duties in providing program, service, or client related service in support of professional staff responsible for the delivery of human services programs?

I do not have experience in this field

Less than a year

One year to less than 2 years

2+ years or more

- * 7. For the experience selected above, provide your job title, name of employer and contact information, dates of employment from (MM/DD/YY) to (MM/DD/YY) and description of your duties. If you don't have experience in this specific area, type "No Related Experience".
- * Required Question