



City of Oakland Employment Opportunity Open

Senior Services Program Assistant (Selective Certification)

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| Restricted Recruitment | ● | All qualified individuals may apply |
| Closing Date | ● | Friday November 6, 2009 at 5:00 pm |
| Salary/Work Week | ● | \$4,038 - \$4,958/month, 37.5 hour work week |
| Civil Service Status | ● | Classified (Job Code PP144) |

THE POSITION

The City of Oakland is currently recruiting to fill one Senior Services Program Assistant vacancy in the Department of Human Services. Under direction in the Aging and Adults Services Division, incumbents provide program support to the Multipurpose Senior Services Program and oversee the Management Information Systems. The incumbent is responsible for the day-to-day billing operation of this senior program and maintains accurate, complete and detailed program records.

Selective Certification: The current vacancy is for a position in the Aging and Adults Services Division. Specialized knowledge and skill in medical billing, accounting and related information systems is required for this vacancy. The person selected will have responsibility of overseeing the Management Information Systems operations; data entry into the Care Access database; process Medical and medical billing, follow up on billing denials; update vendor contacts; process vendor payments; and generate program activity reports. **The eligibility list established from this recruitment will be available for a period of one year and vacancies that occur in other program areas may be filled from this list.**

Typical duties may include, but are not limited to the following:

- Determine program eligibility of seniors and the handicapped.
- Establish and monitor vendor contracts with companies who provide services for clients of the Multipurpose Senior Services Program.
- Supervise, train, and evaluate assigned staff; assign work to the clerical staff and Senior Aides.
- Respond to public inquiries for information about the programs.
- Maintain records on all phases of the program; assist in the preparation of reports which meet federal and state guidelines.
- Perform related duties as assigned.

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For vacancies in Aging and Adult Services Division incumbents may also perform the following duties:

- Oversee the Management Information Systems operations.
- Perform data entry into the Care Access database.
- Process Medi-cal and medical billing.
- Provide follow up services regarding denied payments.
- Process vendor payments after verification of waived services.
- Generate accurate program activity reports.
- Update vendor contracts.

MINIMUM REQUIREMENTS FOR APPLICATION

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Experience: Two years of progressively responsible experience in social work, geriatrics, or a related field. *Experience in a social services agency or organization is desired.*

Education: Bachelor's degree from an accredited college or university in the social sciences, gerontology, or related fields.

License: Successful incumbents in this position are expected to operate automotive vehicles in the performance of assigned duties. Due to the nature of the assignment and the hours worked, public transportation may not be a cost effective or efficient method for traveling to the various locations required. Individuals who are appointed to this position will be required to maintain a valid California Driver's License throughout the tenure of employment OR demonstrate the ability to travel to various locations in a timely manner as required in the performance of duties.

QUALIFICATIONS

Knowledge of: Interviewing and screening techniques; public contact skills with a diverse client population; program development in a multi-cultural environment; community-based services for seniors; computer systems and software; gerontology and disability issues; *and knowledge of Medi-cal eligibility rules and regulations is desired.*

Ability to: Interview, assess and place applicants; work with a diverse client base; work independently and set priorities; communicate effectively orally and in writing; maintain accurate records; prepare clear, concise reports; establish and maintain effective work relationships with those contacted in the performance of required duties; *ability to perform Medi-cal and/or medical billing; perform accurate data entry and write case notes is desired.*

THE SELECTION PROCESS

Stage I: The first stage in the selection process will consist of a review of each applicant's employment application and signed supplemental questionnaire for minimum qualifications (weighted pass/fail). **Applications submitted without all required materials will not be given further consideration.**

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Stage II: The second stage may consist of subject matter experts evaluating and rating the completed supplemental questionnaires. Applicant responses to the supplemental questions must demonstrate the knowledge, skills and abilities listed in the qualifications section of this announcement. The evaluation of supplemental questions may be weighted 100% of an applicant's score (before residency and/or veteran's credit) and may determine rank on the eligible list. If a sufficient number of quality application packets are received, the supplemental screening may be followed by a third stage and the most qualified applicants will be invited to the next stage. Meeting the minimum qualifications does not guarantee advancement to Stage III.

Stage III: The third stage may consist of an oral examination that may be preceded by a brief written exercise (weighted 100%) and that will test the knowledge, skills and abilities listed in the qualifications section.

The ranked eligible list may be developed directly from the supplemental screening **OR** the results of Stage III. Candidates must earn a scale score of 70 in this examination process to be placed on the eligible list for employment consideration.

The City of Oakland reserves the right to modify the selection process as necessary to conform to administrative or business necessity.

ADVISORIES

Immigration and Reform Control Act: In compliance with the Immigration and Reform Control Act of 1986 the City of Oakland will only hire individuals who are legally authorized to work in the United States.

Legal: In compliance with local, state and federal laws and regulations, the City of Oakland will employ and promote qualified individuals without regard to disability. The City is committed to making reasonable accommodations in the examination process and in the work environment. Individuals requesting reasonable accommodations in the examination process must do so no later than five working days after the final filing date for receipt of applications, otherwise it may not be possible to arrange accommodations for the selection process. Such requests should be addressed to **V. Bellamy**, Office of Personnel, 150 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612-2019 or call (510) 238-3112 or TDD (510) 238-6930.

Background Checks and Drug Testing: The City may conduct a criminal background check, credit check, and/or qualifications check for applicants depending on the position sought. All applicants are required to sign an informed consent authorization form allowing the City to obtain their criminal history, credit report, and/or verify their qualifications in connection with the position sought. Applicants who do not sign the informed consent authorization form will not be considered further for the position.

HOW TO APPLY

City of Oakland application documents may be obtained in person or by sending a self-addressed stamped envelope and request to the Office of Personnel, 150 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612-2019. You may also call (510) 238-3112 for information.

You may access a copy of the City's announcement and a Microsoft Word or PDF version of the employment application at the following Internet address: www.oaklandnet.com. Click on "City Jobs" to view current openings or access the employment application.

DATE OF EXAMINATION

To Be Announced

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The City of Oakland is an EEO/ADA Employer. Please read the City of Oakland's Employment Information Pamphlet, which can be viewed online, prior to applying for a position at the City of Oakland.

V. Bellamy; (510) 238-2143

09-PP144-055/classified

Opens: 10/19/09

Closes: 11/6/09

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SENIOR SERVICES PROGRAM ASSISTANT

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SUPPLEMENTAL QUESTIONNAIRE A

FINAL FILING DATE: FRIDAY, NOVEMBER 6, 2009 AT 5PM

The supplemental questionnaire is intended to give you the opportunity to identify your qualifications and experience in specific job-related areas. Please return all completed application materials on-line, in person, or by mail to the Office of Personnel, 150 Frank H. Ogawa Plaza, Second Floor, Oakland, CA 94612-2019 no later than 5:00 pm on Friday, November 6, 2009. Postmarks will not be accepted. Applications submitted without all required materials will not be given further consideration.

INSTRUCTIONS

Respond to each of the following questions. Typewritten pages are preferred if you are not applying on-line. Please be sure your experience relates directly to this position. The information you provide will be verified prior to a final offer of employment. Please specify the organization or jurisdiction for which you worked, your title, and the name and contact information of a supervisor who can verify the information you have provided. Place this information at the beginning of each response.

Applicants are responsible for clearly, completely, and accurately identifying their qualifications. The rating of the supplemental questions may determine your rank on the list (before residency and/or veteran's credit is added).

Please type ONLY the last six digits of your Social Security Number on the top of each page.

1. Please describe your experience supporting programs that provide services to frail, elderly seniors and adults with disabilities.
2. Give an example of tasks or duties that you have performed that required a high level of organizational skills and attention to detail.
3. Please briefly describe your work-related training and experience, if any, in each of the following areas. Include your role (e.g., coordinator, supervisor, other – be specific) and the methods and techniques you employed where relevant.
 - Supervising, training, and motivating subordinate staff.
 - Screening and determining the eligibility of applicants for program participation under federal guidelines.
 - Creating and maintaining records and related reports.
 - Processing vendor contracts and billing.
4. Please describe your experience developing and managing computerized databases. Include your experience utilizing computer applications to track financial data and participant activity. Specify the computer programs that you have a working knowledge of or have used.

CERTIFICATION OF APPLICANT

I understand that all information provided herein is subject to verification, and is true to the best of my knowledge. Please sign and return this page with your application materials.

(Signature)

(Last 6 Digits of Social Security Number)

(Telephone Number)

(Date)

SENIOR SERVICES PROGRAM ASSISTANT

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SELECTIVE CERTIFICATION – ADULT & AGING SERVICES (MEDICAL BILLING)

SUPPLEMENTAL QUESTIONNAIRE B

FINAL FILING DATE: FRIDAY, NOVEMBER 6, 2009 AT 5PM

Do you want to be considered as an applicant for Adult & Aging Services Division - Medical Billing?

Yes _____

No _____

If you selected yes, answer the following questions:

1. Please describe your knowledge of Medi-cal eligibility rules and regulations.
2. What is your experience performing Medi-cal or medical billing?
3. What is your experience preparing and presenting detailed activity reports? In your response, please include the type of report(s) prepared and to whom it was being presented.
4. What is your experience performing data entry into a database designed to manage or track medical billing and/or payments? In your response, please include the type of type of software program(s) used and the type of information you were inputting.

OTHER SENIOR SERVICES PROGRAM ASSISTANT OPTIONS

Senior Services Program Assistant vacancies may occur in other functional areas within the City of Oakland Department of Human Services. Do you want to be considered as an applicant for another Senior Services Program Assistant position?

Yes _____

No _____

If yes, please identify a program specialty area(s) for which you would like to apply.

Senior Aide Program

Senior Companion Program

Oakland Paratransit for the Elderly and Disabled

If you selected yes, answer the following question:

1. Describe your work experience as it relates to the specialty program areas you identified above.

CERTIFICATION OF APPLICANT

I understand that all information provided herein is subject to verification, and is true to the best of my knowledge. Please sign and return this page with your application materials.

(Signature)

(Last 6 Digits of Social Security Number)

(Telephone Number)

(Date)

SENIOR SERVICES PROGRAM ASSISTANT

SELECTIVE LANGUAGE CERTIFICATION FORM

This recruitment is being announced in accordance with Section 5.04 of the Civil Service Rules which states eligible candidates whose names are certified to the hiring authority shall be the highest ranking candidates willing to accept employment and who possess bilingual skills in the following languages: **Spanish, Cantonese, Mandarin and Vietnamese.** Identified bilingual skills will be tested prior to a final offer of employment. Please ensure that all completed application materials are returned in person or mailed to 150 Frank H. Ogawa Plaza, Second Floor, Oakland, CA 94612-2019 no later than 5pm on Friday November 6, 2009. Postmarks will not be accepted. Applications submitted without all required materials will not be given further consideration. *Although the current vacancy does not require bilingual skills, it may be required for future vacancies.*

INSTRUCTIONS

Utilize this form to identify the language(s) for which you have bilingual conversational proficiency. If you do not have bilingual conversational proficiency in any of the identified languages, check the appropriate box.

- Spanish
- Cantonese
- Mandarin
- Vietnamese
- I do not have bilingual conversational proficiency in any of the identified languages.

CERTIFICATION OF APPLICANT

I understand that all information provided herein is subject to verification, and is true to the best of my knowledge. Please sign and return this page with your application materials.

(Signature)

(Last 6 Digits of Social Security Number)

SENIOR SERVICES PROGRAM ASSISTANT

(Telephone Number)

(Date)