CALIFORNIA DEPARTMENT OF PUBLIC HEALTH

HEALTH FACILITIES EVALUATOR MANAGER II
Schematic Code: SZ50 Classification Code: 7993   Exam Code: 9H1AR

Examination Type: Open Continuous

FINAL FILING DATES
Testing is considered continuous as dates can be set at any time. Applications will be reviewed to ensure the minimum requirements for participation in this exam are met. Possession of the entrance requirements does not assure a place on the eligible list. Once you have taken the examination, you may not retest for 12 months from the established list date.

Applications must be submitted by the filing dates indicated below. Applications postmarked, personally delivered, or received via interoffice mail after the final filing date, will be held for the next administration of the exam.

The filing dates are:
January 19, 2022
April 19, 2022
July 18, 2022
October 19, 2022

SALARY
$7,923 - $9,845 per month

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), and sexual orientation.
WHO CAN APPLY
Persons who meet the minimum qualifications as stated on this announcement may take this competitive examination.

MINIMUM QUALIFICATIONS
Possession of a master's degree in a recognized health field, i.e., microbiology, laboratory technology, nursing, physical therapy, psychology, medical social work, or other health related field from a recognized school may be substituted for one year of the required general experience.

Either One
One year of experience performing the duties of a Health Facilities Evaluator Manager I or Health Facilities Evaluator Specialist in the California state service.

Or Two
Two years of experience performing the duties of a Health Facilities Evaluator II or Health Facilities Evaluator II (Supervisor) in the California state service.

Or Three
Equivalent to graduation from a four-year college or university in a recognized health field, i.e., microbiology, laboratory technology, nursing, physical therapy, psychology, medical social work, or other health related field. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

AND
Experience: Four years of increasingly responsible professional administrative or clinical experience requiring definition and implementation of operational program policy including or supplemented by two years of professional administrative or clinical experience as a supervisor or consultant in a health facility planning, licensing, certification, or general health administration program. (Experience in California state service applied toward this requirement must include one year at a level of responsibility equivalent to the Health Facilities Manager I or Health Facilities Evaluator Specialist levels.)

GENERAL QUALIFICATIONS
All candidates for, appointees to, and employees in the state civil service shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness, and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health consistent with the ability to perform the assigned duties of the class.

POSITION DESCRIPTION
TYPICAL TASKS
Health Facilities Evaluator Manager II, plan, organize, and direct either (1) the operation of a large district office defined as those offices with a minimum of 40 professional and clerical staff; (2) a statewide program of licensing, inspection, investigation, and/or certification of health facilities under public medical care legislation; (3) direct the administrative appeal hearing activities statewide; supervise appeal hearing staff, Health Facilities Evaluator Specialists; hear the most complex health facilities appeals; and serve as senior program consultant to the Department’s legal staff and the Attorney General’s Office on the most controversial and sensitive enforcement issues involving licensing actions pursues through arbitration or court litigation; or (4) organize, plan, coordinate, and direct the activities of
Health Facilities Evaluator Managers I engaged in providing policy direction, procedural development, and related support.

**HOW TO APPLY**
To apply for this examination, please complete and return the following:

**STANDARD STATE APPLICATION (FORM 678)**

**COPY OF UNOFFICIAL/OFFICIAL COLLEGE TRANSCRIPTS**

**SUPPLEMENTAL RESPONSES**

Due to COVID-19, we have limited staff working in the office. Therefore, the preferred method of application submittal at this time is via email to CDPHEXamUnit@cdph.ca.gov. Mailed and dropped off applications will still be accepted but may have delays in processing.

Applications and any additional documents must be submitted via the U.S. Postal Service or hand delivered to the Department of Public Health Human Resources Office (hours are 8:00 AM to 5:00 PM). Submit (California State Application STD 678) and any additional documents to:

By Mail:

DEPARTMENT OF PUBLIC HEALTH  
Attn: Examination Services Unit  
P.O. Box 997378 MS 1700 – 1702  
Sacramento, CA 95899-7378

Drop Off:

DEPARTMENT OF PUBLIC HEALTH  
Attn: Examination Services Unit  
1615 Capitol Avenue  
Sacramento, CA 95814

**DO NOT SUBMIT APPLICATIONS**
**TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CalHR)**
**THROUGH EMAIL, FAX, OR INTER-AGENCY MAIL**

**CONTACT INFORMATION**
All questions regarding this examination (including the minimum qualifications, applying for the examination, being scheduled for the examination, reasonable accommodations, the examination components, scoring, etc.) may be directed to the contact information below:

**EMAIL:** CDPHEXamUnit@cdph.ca.gov

**EXAMINATION INFORMATION**
The examination will consist of **seven** Supplemental Questions that are weighted 100%. Applicants are required to respond to the following **seven** supplemental items. These supplemental items are designed
to identify job achievement in specific areas that demonstrates the ability to successfully perform at the Health Facilities Evaluator Manager II level. Responses to the supplemental items will be assessed based on predetermined job-related rating criteria. In appraising the relative qualifications of candidates, consideration will be given to the extent and type of pertinent experience and education over and above that is required under the minimum qualifications.

The Department of Public Health 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 law and rules and all competitors will be notified.

SUPPLEMENTAL APPLICATION INSTRUCTIONS

Each applicant for this examination must complete and submit his/her responses to all seven supplemental items that follow. Applications received without responses to the supplemental items will be rejected and your exam will not be scored.

INSTRUCTIONS: When responding to the supplemental items, please follow these guidelines:

1. Your responses must be typewritten on 8½” X 11” paper.
2. Your font should be no smaller than “12” point font.
3. Your responses must be limited to one page per item.
4. Identify each page with your full name.
5. Make sure your responses are complete, specific, clear, and concise.
6. Answer each numbered item separately, indicating the corresponding item number for each response. (You may include multiple responses on a single page.)
7. Include place of employment, pertinent dates, duties performed, etc., when responding to items.
8. In the event that one particular job contained responsibilities applicable to several items, separate the different functions of the job in order to respond to all items completely.
9. Please return your STD application (678) and two copies of the Supplemental Items to the address listed on the front of the bulletin.

NOTE: Resumes, letters, and other materials will not be evaluated or considered as responses to the supplemental items.

SUPPLEMENTAL ITEMS

1. Describe an experience where you organized and motivated groups and/or employees in order to achieve a common goal.

2. Describe your experience in planning, organizing, and prioritizing the work of multidisciplinary professionals and administrative staff.

3. Describe your experience overseeing health facilities and agencies to ensure compliance with State and Federal laws, rules, and regulations.

4. Describe a time when you applied clinical knowledge of current nursing practices and standards.

5. Describe a time when you reviewed staff workload and performance to assure that required licensing and certification activities are performed in accordance with mandated policies and procedures.

6. Describe a time when you responded to another’s need, problem, or concern to convey information in a professional manner.
7. Describe a situation when you identified and successfully handled a sensitive or complex problem.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION
It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your application. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

NOTE: Applications must include “to” and “from” dates (month/day/year), time base, job titles and/or civil service class title(s), and range (if applicable) for all work experience. College course Information must include title, number of semester or quarter units, name of institution, completion dates, and degree. Applications received without this information will be rejected. Applicants must submit a copy of either official or unofficial transcripts along with the application when using education to meet the entrance requirements for this examination.

SCOPE OF EXAMINATION: Ratings will be determined based on the depth and breadth of professional education and experience beyond what is minimally required. Emphasis will be placed on measuring:

Knowledge of:
1. Budgeting practices as applied to management of a major health facilities program of the Department.
3. A manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.
4. Principles of effective supervision and techniques to implement affirmative action processes and objectives.
5. Principles, practices, and techniques used in the administration of the licensing and certification program.
6. Principles and practices of effective supervision and personnel relations.
7. State and Federal laws, regulations, and rules governing evaluating and supervision of public and private health facilities.
8. Health facility organizations, operations, and procedures to accurately monitor and evaluate subordinate staffs work.
10. Investigative methods and techniques and rules of evidence.
11. Types and usage of modern health facility buildings, furnishings, and equipment.
12. Clinical nursing practices and standards of clinical care to effectively monitor and audit staffs workload.
13. Leadership principles and methods to motivate and maintain the productivity of employees in accomplishing program objectives.
14. Equal Employment Opportunity (EEO) when hiring, promoting, and maintaining a work environment that is free of discrimination and harassment.
15. Information security and privacy laws/policies, as well as appropriate procedures to manage confidential data.
16. Quality Assurance/Quality Control methods and procedures to comply with industry standards.
17. Federal and State performance standards and the monitoring of workload to meet identified
objectives.
18. Labor and Union State and Federal laws, rules, and regulations to ensure staff is in compliance.

Skills to:
1. Communicate effectively (orally and in writing) in dealing with the public and/or other employees.
2. Maintain knowledge related to regulatory process of both State and Federal law, survey methodologies, tools, and equipment.
3. Keep well organized schedules, delegating duties and working within limited time frames to achieve departmental goals.
4. Maintain accurate electronic logs, which detail all aspects of work for tracking purposes.
5. Objectively identify all facts and implications related to a situation before drawing a conclusion.
6. Exercise sound judgement and common sense when making decisions.
7. Recognize the ramification and possible impact of decisions and/or actions in an effort to select the most appropriate course of action.
8. Provide advice and assistance to staff and external constituents concerning implementation or application of new and existing policies and procedures.
9. Recognize and communicate the need to shift priorities, staffing, and/or resources to maximize the department’s operational goals and objectives.

Ability to:
1. Plan, organize, and direct the operation of a health facilities program involving the licensing, inspection, investigation, and certification of health facilities under public medical care legislation, or related administrative appeal.
2. Communicate and consult with legal staff for civil case litigations pertaining to health facilities.
3. Effectively contribute to the Department's affirmative action processes and objectives to meet departmental goals.
4. Participate effectively in conferences and training sessions regarding health facilities.
5. Establish and maintain cooperative relationships with personnel in the health facility industry, within the Department, and with other community social and health agencies.
6. Interpret and apply pertinent State and Federal laws, regulations, and rules.
7. Analyze problems arising out of field operations to properly evaluate a facility.
8. Produce clear, accurate, and concise reports when evaluating a facility.
9. Utilize and apply technical knowledge when evaluating facilities.
11. Exercise a high degree of judgment in applying pertinent laws, rules, and regulations; provides assistance to legal staff for civil case litigations.
12. Use good time management when keeping schedules, delegating duties and working within limited time frames to achieve departmental goals.
13. Implement progressive discipline to document and correct employee’s performance issues and misconduct.
14. Use tact, discretion, and diplomacy when responding to the needs, problems, or concerns of others to convey information in a professional manner.
15. Facilitate meetings with staff to communicate and exchange information.
16. Think critically using logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
17. Handle conflict with staff and/or the public and resolve differences in ways that build trust and
18. Review, proofread, and finalize licensing/citation survey reports.

19. Provide guidance to field and support staff on correct survey processes for all licensing and certification activities.

**ELIGIBLE LIST INFORMATION**
Possession of the entrance requirement does not assure a place on the eligible list. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. Names of successful competitors are merged into the open eligible list established for use by the Department of Public Health in order of final scores regardless of testing date. Eligibility expires 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

**VETERAN’S PREFERENCE**
Pursuant to Government Code Section 18973.1, Veteran’s Preference will be awarded in this examination 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; 3) Veterans’ Preference is not granted once a person achieves permanent civil service status.

**HOW TO APPLY FOR VETERANS’ PREFERENCE**
The California State Jobs’ website (www.jobs.ca.gov) has information on how to apply for Veterans’ Preference on their website and on the Application for Veterans’ Preference form (CalHR 1093) (https://jobs.ca.gov/PDF/SPB1093.pdf). Additional information is also available at the Department of Veterans Affairs website (http://www.cdva.ca.gov).

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD device.

The California Relay (Telephone) Service for the deaf or hearing impaired:
MCI from TDD: 1-800-735-2929  MCI from voice telephone: 1-800-735-2922
Sprint from TDD: 1-888-877-5378  Sprint from voice telephone: 1-888-877-5379
CONDITIONS OF EMPLOYMENT (631)
Examination Title: Health Facilities Evaluator Manager II

Name: ____________________________________________
(Print: first, middle initial, last)

Final Filing Dates:

January 19, 2021
April 19, 2021
July 18, 2021
October 19, 2021

If you are successful in your examination your name will be placed on the active employment list and certified to fill vacancies according to the conditions you specify on this form. If you are unwilling to accept, work or do not reply promptly to communications your name will be placed on the inactive list.

Locations in which you are willing to work:

Please indicate a maximum of 16 choices on this form - you will not be offered a job in locations not checked.

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(0900) El Dorado  (1000) Fresno  (1100) Glenn
(1300) Imperial  (1400) Inyo  (1500) Kern
(1700) Lake  (1800) Lassen  (1900) Los Angeles
(2100) Marin  (2200) Mariposa  (2300) Mendocino
(2500) Modoc  (2600) Mono  (2700) Monterey
(2900) Nevada  (3000) Orange  (3100) Placer
(3300) Riverside  (3400) Sacramento  (3500) San Benito
(3700) San Diego  (3800) San Francisco  (3900) San Joaquin
(4100) San Mateo  (4200) Santa Barbara  (4300) Santa Clara
(4500) Shasta  (4600) Sierra  (4700) Siskiyou
(4900) Sonoma  (5000) Stanislaus  (5100) Sutter
(5300) Trinity  (5400) Tulare  (5500) Tuolumne
(5700) Yolo  (5800) Yuba  (1600) Kings
(0400) Butte  (4000) San Luis Obispo  (2000) Madera
(0800) Del Norte  (4400) Santa Cruz  (2400) Merced
(1200) Humboldt  (4800) Solano  (2800) Napa
(5600) Ventura  (5200) Tehama  (3200) Plumas
(3600) San Bernardino
CONDITIONS OF EMPLOYMENT (631)
Examination Title: Health Facilities Evaluator Manager II

Name: ______________________________________
(Print: first, middle initial, last)

TYPE OF EMPLOYMENT DESIRED:

ON A PERMANENT BASIS, I AM WILLING TO WORK:

_____ Full Time
_____ Part Time (regular hours less than 40)
_____ Intermittent (on call)
_____ Limited Term

ON A TEMPORARY BASIS, I AM WILLING TO WORK:

_____ Full Time
_____ Part Time (regular hours less than 40)
_____ Intermittent (on call)
_____ Limited Term

It is your responsibility to notify the Department of Public Health, Examination Services Unit, of any changes in your address or availability for employment. All correspondence must include your name, examination title, and identification number.

Signature: ______________________________________ Date: __________________________