

**\*\*\*This is only a preview of the examination questions. To take the actual examination, please go back to the official bulletin and click the examination link.\*\*\***

## **Training and Experience Evaluation**

### **Licensing Program Manager 2**

### **Department of Social Services**

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

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**Instructions:**

Rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each statement, you may refer to your WORK EXPERIENCE, whether paid or volunteer, your EDUCATION, and/or FORMAL TRAINING COURSES you have completed.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. Possession of specific education is **not** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

**Tasks:**

1. Reviewing the clearance status and qualifications of individuals working in, or applying to work in, social services facilities.
2. Serving notices of legal actions to a social services facilities or individuals.
3. Writing reports involving sensitive information (e.g., media cases, high profile situations) to alert upper management.
4. Reviewing a facility's policies and procedures to determine compliance with applicable laws, rules, and regulations.
5. Reviewing facility reports (e.g., incident, abuse, death) to determine if follow up actions are required.
6. Reviewing investigatory findings and documents to ensure the investigations were appropriately conducted.
7. Conducting training for stakeholders on regulatory and policy updates or changes.
8. Reviewing cases with stakeholders to develop facility related action plans.
9. Determining work priorities and timelines to ensure project goals and objectives are met.
10. Evaluating employees' work performance to prepare performance evaluations or to provide individual feedback.
11. Overseeing hiring practices to ensure adequate personnel coverage in compliance with applicable laws, rules and regulations.