



COUNTY OF SAN DIEGO
invites applications for the position of:

Agency Program and Operations Manager- Public Health Services-17478005PHS

SALARY: \$77,084.80 - \$93,683.20 Annually

OPENING DATE: 06/13/17

CLOSING DATE: 06/26/17 11:59 PM

JOB SUMMARY:

**PER COUNTY RULES, THIS POSITION IS ELIGIBLE FOR APPOINTMENT AT
STEP 1, \$77,084.80**

**COUNTY EMPLOYEES ARE SUBJECT TO THE COUNTY PROMOTION RULE FOR STEP PLACEMENT
IN ACCORDANCE WITH COMP ORDINANCE 1.3.5.**



The County of San Diego, Health and Human Services Agency has a current opening for

AGENCY PROGRAM AND OPERATIONS MANAGER
Public Health Services

The Health and Human Services Agency's Public Health Services (PHS) Division is seeking qualified individuals for the position of Agency Program and Operations Manager. Under the direction of the PHS Departmental Budget Manager, this position will manage and provide coordination and oversight of the Medi-Cal Administrative Activities (MAA) and Targeted Case Management (TCM) programs for County Government and outside County Government participants.

MAA and TCM are federal Medicaid revenue recovery programs that provide federal reimbursement for various Medi-Cal activities performed by County programs, community-based providers, and school districts. MAA involves recording time and activities, by category, related to assisting individuals to enroll in Medi-Cal. TCM is a comprehensive case management system which involves services designed to allow Medi-Cal beneficiaries access to needed medical and other supportive services. Reimbursement is calculated through time surveys used to document activities and services eligible for reimbursement.

The Agency Program and Operations Manager for PHS MAA/TCM performs activities related to coordinating and assuring all program participants comply with all MAA/TCM documentation and reporting requirements. Related activities include, but are not limited to, supervision for a team of four,

operational planning, oversight and participation in annual participant trainings, participant evaluation and audits to explore expansion opportunities and funding audit findings, oversight of quarterly invoice development and submission, and oversight of entries in two databases - one for MAA and one for TCM.

[Click here](#) to view the complete Agency Program and Operations Manager job description, which includes examples of duties and working conditions.

MINIMUM QUALIFICATIONS

1. Bachelor's degree from an accredited U.S. college or university, or a certified foreign studies equivalency; AND,
2. Five (5) years of experience as an Analyst III/Administrative Analyst III in the County of San Diego, or equivalent professional experience, performing administrative and analytical work, which included major responsibility for program administration, budget preparation, coordination, monitoring, contract or grant administration.

Note: A master's degree from an accredited U.S. college or university, or a certified foreign studies equivalency, is highly desirable. Additional years of experience performing comparable duties may substitute for the education requirement on a year-for-year basis.

If using education to qualify, you must provide a copy of your degree, transcripts, or certificate of foreign equivalency at the time of application.

EVALUATION

Qualified applicants will be placed on a **twelve (12) month** employment list based on scores received during the evaluation of information contained in their employment application and the supplemental questionnaire. Please ensure all information is complete and accurate as the responses you provide on the supplemental application questionnaire will be reviewed using an automated evaluation system. If you are successful in the initial screening process, your application will be reviewed individually to confirm that the information you provided is accurate and qualifying.

NOTES

Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

The County of San Diego and its employees embrace the Live Well San Diego vision: A region that is Building Better Health, Living Safely and Thriving. Click here for more information www.livewellsd.org.



Under California Government Code Sections 3100 - 3109, public employees are designated as **disaster service workers**. The term "public employees" includes all persons employed by the state or any **county**, city, state agency, or public district. Disaster service workers are required to participate in such disaster service activities as may be assigned to them by their employer or by law.



The County of San Diego is committed to valuing diversity and practicing inclusion because our diverse workforce is our greatest asset and our customers are our number one priority.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.sdcounty.ca.gov/hr>

5530 Overland Ave., Suite 210
San Diego, CA 92123
(619) 236-2191

processunitemail.fgg@sdcounty.ca.gov

Position #17478005PHS
AGENCY PROGRAM AND OPERATIONS MANAGER-PUBLIC HEALTH
SERVICES-17478005PHS
MG

Agency Program and Operations Manager-Public Health Services-17478005PHS Supplemental Questionnaire

- * 1. Please be sure to answer the following questions in a thorough and complete manner, as **your responses may be used to determine your overall score**. Note that if you are invited to a selection interview by a department, your responses to the following questions will be subject to verification.

Please do NOT indicate "See Resume" or "See Application" as these are not acceptable answers.

Do you understand this information?

- Yes
 No

- * 2. Do you possess a bachelor's degree or higher from an accredited U.S. college or university, or a certified foreign studies equivalency?

NOTE: A copy of your degree, transcript, or certificate of foreign equivalency must be provided at time of application.

- Yes
 No

- * 3. Do you have at least five (5) years of experience as an Analyst III/Administrative Assistant III in the County of San Diego, or equivalent professional experience performing administrative and analytical work, which included major responsibility for program administration, budget preparation, coordination, monitoring, contract or grant administration?

- Yes
 No

- * 4. If you answered "Yes" to question #3, please provide the following information:

- A) Name of employer(s)
B) Job title(s)
C) Dates of employment
D) Hours worked per week
E) Description of duties performed

Note: Incomplete responses may delay the processing of your application.

If you do not have this experience, please indicate "N/A."

- * 5. Please indicate your professional experience in complex program management in the health field from the choices below. Check all that apply.

- Complex program administration and reporting
 Time study surveys
 Coordination with provider agency and programs
 Recruiting new agencies
 Oversight and approval of complex invoices for reimbursement
 Policy development and interpretation
 Quality Assurance
 Review and evaluation
 External and internal audits
 None of the above

- * 6. For each experience area you selected in question #5, describe the duties you performed and include name of employer, job title, and dates of employment.

- * 7. Please indicate your experience in supervision from the choices below. Check all that apply.
 - Conducting interviews
 - Selecting and/or hiring staff
 - Training new employees
 - Coaching and developing staff
 - Assigning and/or establishing work standards for employees
 - Monitoring and reviewing completed work
 - Completing employee performance evaluations
 - Counseling and disciplining employees on performance issues
 - None of the above

- * 8. For each supervisory duty area you selected in question #7, list the name of employer, job title, and titles of employees supervised.

- * 9. Where did you hear about this job opportunity?
 - San Diego County website
 - Governmentjobs.com
 - Careers in Government
 - Veteran Outreach
 - Southern California American Indian Resource Center (SCAIR)
 - Mana de San Diego
 - Alliance for African Assistance
 - Family, Neighbors, Friends
 - County Employee Resources Group
 - College/University Career Site
 - Other

- * 10. If you selected "Other" in question #9, please tell us how you first heard about this job opportunity.
Please indicate "N/A" if not applicable.

* Required Question