COUNTY OF SONOMA (CA)
INVITES APPLICATIONS FOR THE POSITION OF:

Human Services Aide I - Bilingual
(English/Spanish)

An Equal Opportunity Employer

**SALARY**

$16.87 - $20.51 Hourly  $1,354.22 - $1,646.42 Biweekly  $2,934.14 - $3,567.24 Monthly  
$35,209.71 - $42,806.83 Annually

**OPENING DATE:** 12/12/17

**CLOSING DATE:** 01/02/18

**THE POSITION**

Begin Your County Career as a Bilingual Human Services Aide I!

An **Additional $1.15/Hr. for Bilingual Premium Pay!**

Sonoma County's Human Services Department (HSD) seeks highly qualified candidates to fill a fluent bilingual Human Services Aide I position in their Economic Assistance Division.

**About the Position**

Human Services Aide I is an entry-level position in HSD. This position provides routine, non-technical assistance and supportive services to clients and staff, and acts as a liaison between professional staff, disadvantaged individuals, and groups in the community. Typical duties include:

- Greeting clients; assisting clients with questions and the completion of forms and applications
- Evaluating client service needs; providing information and guidance regarding various services and resources
- Scheduling clients for meetings, workshops, or trainings
- Entering client information into databases and/or spreadsheets; generating receipts and reports
- Translating documents and conversations

The ideal candidate will possess:

- Experience working with a diverse cultural and socioeconomic population
- Exceptional customer service skills, with an ability to diffuse stressful interactions
- A high degree of proficiency with word processing, spreadsheets, and database programs

**Fluent (reading, writing, conversation) Spanish is required for this position.** Applicants who do not indicate they possess this skill will not be considered for this recruitment. An examination will be conducted prior to employment to confirm level of skill in this area.

The employment list established from this recruitment may also be used to fill future Spanish bilingual full-time, part-time, or extra-help (temporary) positions as they occur during the active status of the list.

**About HSD’s Economic Assistance Division**

The Economic Assistance Division offers benefits and services to our community by providing access and assistance to Federal, State, and County programs, such as Medi-Cal, CalFresh (formerly Food Stamps), County Medical Services Program (CMSP), and General Assistance.
More information about the Division may be found online, at http://sonomacounty.ca.gov/Human-Services/Economic-Assistance/.

About the Human Services Department (HSD)

As the largest agency in Sonoma County government, HSD's mission is to protect vulnerable children and adults, and to promote maximum independence and well-being for individuals and families. The department is dedicated to providing quality, client-focused, cost-effective services and values the integrity, teamwork, leadership, and accountability of all staff. HSD works collaboratively at the federal, state, and local level to find creative solutions to human needs. To meet that goal, the department enjoys the support of other public and private sector partners, including other government agencies, community-based organizations, and business leaders. For more information regarding HSD's services please visit http://sonomacounty.ca.gov/Human-Services

APPLICATION SUBMISSIONS REQUIRE THE SUPPLEMENTAL QUESTIONNAIRE BE COMPLETED.

MINIMUM QUALIFICATIONS

Education: Any combination of education, training and experience which would provide the opportunity to acquire the knowledge and abilities listed. The ability to read and write English and make arithmetic calculations for successful job performance. Completed coursework or training in sociology or psychology is desirable.

Experience: Any combination of education, training and experience which would provide the opportunity to acquire the knowledge and abilities listed. Normally, recent experience, either paid or unpaid, in working with the problems of poverty and understanding various aspects of ethnic and cultural differences would provide such an opportunity. Experience performing customer service and/or clerical duties is desirable.

License: Possession of a valid driver’s license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

Special Requirement: Designated positions will require the ability to speak and write a specified foreign language in addition to English.

KNOWLEDGE, SKILLS, AND ABILITIES

Working knowledge of: needs, problems, attitudes and behavior patterns of persons with varying socio-economic issues and backgrounds, and of the total community.

Knowledge of: cultural and human behavior to effectively deal with ethnically diverse clients and professional staff modern office procedures and practices.

Ability to: relate well to a wide variety of members of the community, including those with mental health or chemical/alcohol dependency challenges, and to representatives of public and private organizations providing services; complete necessary documentation and paperwork; work cooperatively and effectively with people from a wide variety of backgrounds including those with legal and family problems; learn the policies, procedures and services of the Human Services Department; learn and apply standards of client confidentiality; understand and act upon mandated child abuse reporter regulations; operate modern office equipment, including copiers, fax machines, printers, and computers; performing data entry using basic keyboarding skills; read and write English and make arithmetic calculations; communicate effectively both verbally and in writing and to understand and follow oral and written instructions.

SELECTION PROCEDURE & SOME HELPFUL TIPS WHEN APPLYING

- Your application information and your responses to the supplemental questions are evaluated and taken into consideration throughout the entire selection process.
- You should list all employers and positions held within the last ten years in the work history section of your application and should be as thorough as possible when responding
to the supplemental questions.

- You may include history beyond ten years if related to the position for which you are applying. If you held multiple positions with one employer, list out each position separately.
- Failure to follow these instructions may impact your competitiveness in this process or may result in disqualification.

Please visit Getting-a-Job with the County of Sonoma to review more detailed information about the hiring process, including the application process, examination steps, and department selection process.

**APPLICATION SUBMISSIONS REQUIRE THE SUPPLEMENTAL QUESTIONNAIRE BE COMPLETED.**

Responses to supplemental questions will be scored using position-specific criteria. Please provide specific and detailed responses of a reasonable length to allow for thorough assessment of your qualifications. Responses which state "See Resume" or "See Application" may be considered insufficient and therefore may not be scored.

The selection procedure will consist of the following examination:

An **Application & Supplemental Questionnaire Appraisal Examination** (weight 100%) will be conducted to evaluate each applicant's application and supplemental questionnaire for satisfaction of minimum qualifications (pass/not pass); and for educational coursework, training, experience, knowledge, and abilities which relate to this position. Each applicant will be evaluated based on the following criteria:

- Relevance of work history, related experience, and achieved level of education and/or training as described in the application and responses to the supplemental questions.

Candidates demonstrating possession of the minimum qualifications will be placed on an employment list in order of most qualified to least qualified based on the achieved score received in the Application & Supplemental Questionnaire Appraisal Examination. Scores may be adjusted based on such factors as number of candidates, anticipated vacancies, past practice, and natural breaks in the scores achieved by this group of candidates.

**ADDITIONAL INFORMATION**

A background investigation is required prior to employment. Candidates referred to departments for a selection interview are typically required to sign authorization and release forms enabling such an investigation. Failure to sign prescribed forms will result in the candidate not being considered further for that vacancy. Reference information will not be made available to applicants.

Additional requirements, such as successful completion of a physical exam, drug screen, etc., may apply, depending on the duties and responsibilities of the position. If you receive a conditional job offer for the position, the requirements upon which the offer are contingent will be outlined in the conditional job letter. You may also review the **Job Classification Screening Schedule** to determine the requirements for this position.

**HOW TO APPLY**

Applications are accepted on-line at: [www.yourpath2sonomacounty.org](http://www.yourpath2sonomacounty.org). Paper applications may be submitted by person, fax (707-565-3770), email, or through the mail. All applications and appropriate supplemental information as outlined in the job bulletin must be RECEIVED by the time and date specified on the first page of this job announcement. Applications received after the recruitment closes will not be accepted.

The County of Sonoma prioritizes and is committed to continuously providing a workplace where equal employment opportunity is afforded to all people. Please view the County's **Equal Employment Opportunity Policy** for further information.
Human Services Aide I - Bilingual (English/Spanish) Supplemental Questionnaire

* 1. How did you first learn about this opportunity?
   - CalJobs
   - College or University
   - Craigslist
   - Employee of Sonoma County
   - Facebook
   - GovernmentJobs.com
   - Hispanic Chamber of Commerce of Sonoma County
   - Indeed
   - La Voz
   - Latino Service Providers
   - Monster
   - Press Democrat
   - sonoma-county.org/www.yourpath2sonomacounty.org
   - Sonoma County Human Resources Office
   - Sonoma County Job Line
   - Twitter
   - Other Internet Site
   - Other Publication

* 2. **BILINGUAL SKILLS**: Do you have fluent English/Spanish bilingual skills? (Fluent means the ability to speak, read, and write English & Spanish using correct grammar, translating accurately, conveying information correctly and clearly, etc.) **Candidates must pass a bilingual proficiency examination to be eligible for this bilingual position.**
   - Yes
   - No

* 3. Extra Help positions may become available during the active status of this employment list. Are you willing to consider Extra-Help employment? **Your response to this question does not affect your eligibility for this position.** NOTE: Extra-Help employees are not eligible for certain benefits available to permanent employees. More information regarding Extra-Help benefits may be found online, at:
   - Yes
   - No

* 4. Please describe your experience working with the problems of poverty and understanding various aspects of ethnic and cultural differences.

* 5. Please describe your experience working with the public, both in person and over the telephone. Include the type of assistance and information you provided to customers and clients. Please provide enough detail provide a thorough assessment of your qualifications in this area.
* 6. The duties of this position include diffusing stressful interactions with customers in crisis. Please provide an example of a time when you handled a difficult customer situation, and include the details about:

- The situation
- The tool(s) or method(s) you used to address the situation
- The outcome

* 7. Please describe any experience you have with Word, Excel, Outlook, Access, and/or other word processing, spreadsheet, or database programs. For each program include:

- Proficiency level (beginner, intermediate, advanced)
- A brief example of how you used each program that best demonstrates your level of proficiency

* Required Question