



CALIFORNIA DEPARTMENT OF

Mental Health

www.dmh.ca.gov

OPEN SPOT EXAMINATION FOR COALINGA AND PATTON STATE HOSPITALS

PATIENT BENEFIT AND INSURANCE OFFICER II (SUPERVISOR)

The Department of Mental Health is an Equal Employment Opportunity employer committed to ensuring the rights of every applicant and employee to work in an environment free from unlawful discrimination and harassment and without regard to race, color, sex/pregnancy, gender, age (40 and above), religion, marital status, national origin, ancestry, disability (mental and physical, including HIV/AIDS), medical condition (i.e., cancer or genetic characteristics), political affiliation or opinion, or sexual orientation.

It is the objective of the State of California to achieve a drug-free state workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

EXAMINATION TYPE

This is an open examination for the Department of Mental Health, Coalinga and Patton State Hospitals. Examination and/or Employment Applications will not be accepted on a promotional basis. Career credits do not apply.

HOW TO APPLY

Please submit an Examination and/or Employment Application (STD. 678) form to the address indicated below. **DO NOT SUBMIT EXAMINATION AND/OR EMPLOYMENT APPLICATION FORMS TO THE STATE PERSONNEL BOARD.**

NOTE: All Examination and/or Employment Application forms must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. Examination and/or Employment Application forms received without this information will be rejected. Resumes will not be accepted in lieu of a completed Examination and/or Employment Application (STD. 678) form.

WHERE TO APPLY

MAIL OR HAND DELIVER EXAMINATION AND/OR EMPLOYMENT APPLICATION FORMS TO:

**COALINGA STATE HOSPITAL
SELECTION SERVICES UNIT
P.O. BOX 5002
COALINGA, CA 93210
(559) 935-4305 / TDD (559) 935-7120**

**PATTON STATE HOSPITAL
HUMAN RESOURCES – EXAMS / HIRING
3102 EAST HIGHLAND AVENUE
PATTON, CA 92369
(909) 425-7000 / TDD (909) 862-5730**

California Relay for the hearing impaired:

From a TDD Phone (800) 735-2929
From a Voice Phone (800) 735-2922

EXAMINATION ELIGIBILITY LIMITATION

A candidate may be tested only once during any testing period. The testing period for this classification is once every 12 months. If you have taken an examination for this classification with the Department of Mental Health, Atascadero, Coalinga, Metropolitan, Napa or Patton State Hospitals or with Salinas Valley or Vacaville Psychiatric Programs, within the last 12 months, you are not eligible to compete in this examination.

FINAL FILE DATE

September 10, 2009. Examination and/or Employment Application forms must be **POSTMARKED** no later than the final filing date. Examination and/or Employment Application forms postmarked, personally delivered or received via interagency mail after the final filing date will not be accepted. Examination and/or Employment Application forms must have an original signature; therefore, faxed forms will not be accepted for any reason.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

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**VM80/8660/9MJ13/9PT12
FINAL FILING DATE: 9/10/09**

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment Application form. The Selection Services Unit will contact you to make special testing arrangements

IDENTIFICATION REQUIRED

Note: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

EXAMINATION DATES

Qualifications Appraisal: It is anticipated that interviews will be held during October/November, 2009.

SALARY RANGE

\$4,306 - \$5,232

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 Examination and/or Employment Application form indicates that you have read, understood, and possess the basic qualifications required.

NOTE: All applicants must meet the education and/or experience requirements for this examination by the final filing date.

MINIMUM QUALIFICATIONS

One year of experience performing the duties of a Patient Benefit and Insurance Officer I in the California State service.

DEFINITION OF TERMS

"**Performing the duties of**" means that the applicant must have the amount of experience in State civil service in the class or have served in a T&D in the class specified.

SPECIAL PERSONAL CHARACTERISTICS

Willingness to work irregular hours and in various locations throughout the State; willingness to travel throughout the State; tact; and neat personal appearance.

POSITION DESCRIPTION

This is the direct supervisory level in this series. In a hospital, incumbents supervise employees responsible for a patient caseload.

POSITION LOCATION(S)

Positions exist at Coalinga and Patton State Hospitals.

EXAMINATION INFORMATION

This examination will consist of a Qualifications Appraisal weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. Add, if applicable: ***Candidates who do not appear for the interview will be disqualified.***

EXAMINATION SCOPE

Qualifications Appraisal – Weighted 100%

Knowledge of:

1. Credit and adjustment principles and procedures.
2. Principles of property management, accounting, financial record keeping, and commercial law.
3. Principles of effective training and supervision.
4. A supervisor's responsibility for promoting equal opportunity in hiring, employee development and promotion, and for maintaining a work environment that is free of discrimination and harassment.

Ability to:

1. Communicate effectively both orally and in writing for successful job performance.
2. Understand and interpret legal and other documents.
3. Conduct informal conferences.
4. Give advice and information to interested persons and agencies and develop and maintain friendly and cooperative relations.
5. Analyze situations accurately and adopt an effective course of action.

SEE NEXT PAGE FOR ADDITIONAL INFORMATION

**EXAMINATION SCOPE
(CONTINUED)**

6. Handle extensive correspondence and prepare clear and comprehensive reports.
7. Plan and direct the work of others.
8. Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

**ELIGIBLE LIST
INFORMATION**

Departmental open eligible lists will be established for the Department of Mental Health, Coalinga and Patton State Hospitals. The eligible lists will be used to fill vacancies at Coalinga and Patton State Hospitals only. The lists will be in effect for a minimum of 12 months. They will be abolished after 48 months or the completion of a subsequent examination, whichever occurs first.

VETERANS PREFERENCE

Veterans preference credit will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points.

GENERAL INFORMATION

For an examination without a written feature it is the competitor's responsibility to contact the Department of Mental Health, Selection Services Unit at (916) 654-2351 three weeks after the application deadline date if she/he has not received a progress notice.

If a competitor's notice of oral interview or performance test fails to reach her/him prior to the day of the interview due to a verified postal error, she/he will be rescheduled upon written request.

Examination and/or Employment Application (STD. 678) forms are available at the State Personnel Board, local offices of the Employment Development Department, the Department of Mental Health, and accessible on the internet at www.spb.ca.gov.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Competitors who pass will be ranked according to their scores.

The Department of Mental 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.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of competitors and conditions warrant. Ordinarily oral interviews are scheduled in Sacramento. However, locations of interviews may be extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Veterans' Preference: California law limits the granting of veterans preference credits to entrance examinations. Veterans, widows, widowers, and the spouse of a disabled veteran may qualify for veterans' preference credits in Open entrance examinations (15 points for disabled veteran; 10 points for other veterans). Applicable points will be added to the final score of all candidates who are successful in this examination, and who qualify for, and have requested these points. Due to changes in the law, which were effective January 1, 1996, CURRENT CIVIL SERVICE EMPLOYEES WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' PREFERENCE CREDITS. Directions on how to apply for veterans' preference credits are on the Veterans' Preference Application Form (Form 1093) which is available from State Personnel Board Offices, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways; 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

Career Credits: In open, nonpromotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the Examination and/or Employment Application (STD. 678) form. (Section 4 of Article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento.)

DEPARTMENT OF MENTAL HEALTH

1600 9th Street, Room 121
Sacramento, CA 95814

TDD is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.
From TDD Phones: 1-800-735-2929
From Voice Phones: 1-800-735-2922