



DATE January 7, 2026  
TIME 12:00 PM  
LOCATION CAPK Administrative Office  
Board Room  
1300 18<sup>th</sup> Street, 3<sup>rd</sup> Floor  
Bakersfield, CA 93301

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## Personnel Committee Agenda

### 1. Call to Order

### 2. Roll Call

Denise Boshers (Chair)	Jonathan Mullings
Rocio Munoz	Guadalupe Perez

### 3. Public Forum

*The public may address the Committee on items not on the agenda but under the jurisdiction of the Committee. Speakers are limited to 3 minutes. If more than one person wishes to address the same topic, the total group time for the topic will be 10 minutes. Please state your name before making your presentation.*

### 4. New Business

a. Veterans Supportive Services Division Proposed Organizational Restructure and Revised Job Descriptions - <b>Action Item (p. 2-53)</b>	Lisa McGranahan, Chief Human Resource Officer
b. Head Start and State Child Development Organization Chart and Job Descriptions - <b>Action Item (p. 54-64)</b>	Jerry Meade, Assistant Director PDM of Head Start & State Child Development
c. Open Enrollment Update – <b>Info Item (p. 65)</b>	Lisa McGranahan, Chief Human Resource Officer
d. Head Start Personnel Update – <b>Info. Item (p. 66-67)</b>	Robert Espinosa, Program Design and Management Administrator

### 5. Committee Member Comments

### 6. Next Scheduled Meeting

Personnel Committee

12:00 pm

February 4, 2026

1300 18<sup>th</sup> Street, 3<sup>rd</sup> Floor  
Bakersfield, CA 93301

### 7. Adjournment

*This is to certify that this Agenda Notice was posted in the lobby of the CAPK Administrative Office at 1300 18<sup>th</sup> Street, Bakersfield, CA 93301, and online at [www.capk.org](http://www.capk.org) by 1:00 pm, January 2, 2026, by Amber Jackson, Administrative Coordinator.*



## MEMORANDUM

To: Personnel Committee

A handwritten signature in blue ink, appearing to read "Lisa McGranahan".

From: Lisa McGranahan, Chief Human Resource Officer

Date: January 7, 2026

Subject: *Agenda Item 4a: Veterans Supportive Services Division Proposed Organizational Restructure and Revised Job Descriptions - Action Item*

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At the February 2025 Personnel Committee meeting, staff presented the Veterans Supportive Services job descriptions. Many of the original descriptions reflected job titles and positions from the prior CVAF structure. We are now proposing a strategic restructuring of the Program positions to ensure staff expertise is aligned with program priorities and that the structure remains equitable and sound.

This revised structure will support a more focused approach to client engagement, veteran services navigation, and long-term stability planning. By aligning positions with key service functions, we can ensure that services remain responsive, staff expertise is effectively utilized, and accountability is streamlined across the Program. This restructuring strengthens our ability to manage current operational needs while establishing a framework that supports future growth.

Current Title	Proposed Title Changes	Current Grade	New Grade
Outreach Worker - CVAF	Outreach Specialist - Veterans Supportive Services	4	7 Min\$20.61 Mid\$25.77 Max\$30.92
Intake/Elig Technician - CVAF	Intake/Elig Technician - Veterans Supportive Services	6 Min\$18.89 Mid\$23.62 Max\$28.34	No Change
Operations Coordinator - CVAF	Program Assistant - Veterans Supportive Services	6 Min\$18.89 Mid\$23.62 Max\$28.34	No Change
Case Manager - CVAF	Case Manager - Veterans Supportive Services	7 Min\$20.61 Mid\$25.77 Max\$30.92	No Change

Lead Case Manager - CVAF	Lead Case Manager - Veterans Supportive Services	<b>8</b> Min\$22.86 Mid\$28.59 Max\$34.30	<b>9</b> Min\$25.45 Mid\$31.81 Max\$38.18
Healthcare Navigator - CVAF	Healthcare Navigator - Veterans Supportive Services	<b>9</b> Min\$25.45 Mid\$31.81 Max\$38.18	<b>No Change</b>
Administrative Coordinator	No Change	<b>9</b> Min\$25.45 Mid\$31.81 Max\$38.18	<b>No Change</b>
Social Worker -CVAF	Social Worker - Veterans Supportive Services	<b>10</b> Min\$28.39 Mid\$35.49 Max\$42.59	<b>No Change</b>
Program Director I- CVAF	Program Supervisor I- Veterans Supportive Services	<b>10</b> Min\$28.39 Mid\$35.49 Max\$42.59	<b>No Change</b>
Program Director II - CVAF	Program Supervisor II-Veteran Supportive Services	<b>12</b> Min\$31.74 Mid\$39.68 Max\$49.20	<b>11</b>
Programs Officer - CVAF	Program Manager - Veterans Supportive Services	<b>13</b>	<b>12</b> Min\$35.58 Mid\$44.47 Max\$53.37
President of Veterans Services -CVAF	Program Administrator- Veterans Supportive Services	<b>16</b>	<b>14</b> Min\$45.63 Mid\$57.04 Max\$68.44

### **Fiscal Impact**

Currently, there is no immediate impact on the budget. Positions associated with the proposed changes are included in the current Veterans Support Services Program budget.

### **Strategic Plan Impact**

As part of the 2026-29 Strategic Plan, specifically under Goal 2: *CAPK seeks to be an employer of choice and attract and retain a high-quality and engaged workforce to achieve the organization's desired results*, this proposal supports staff development, growth, and retention by adding an opportunity for growth within the agency.

**Recommendation:**

Staff recommend the Personnel Committee approve the newly revised job descriptions for the Veterans Supportive Services Program.

**Attachments, Veterans Supportive Services Job Descriptions:**

*Outreach Specialist  
Intake/Eligibility Technician  
Program Assistant  
Case Manager  
Lead Case Manager  
Healthcare Navigator  
Administrative Coordinator  
Social Worker  
Program Supervisor I  
Program Supervisor II  
Program Manager  
Program Administrator*



## **Outreach Specialist – Veterans Supportive Services**

*Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.*

**Salary Range:** Grade 07

**FLSA Status:** Non-Exempt

**Date Approved:** TBD

### **SUMMARY:**

The Outreach Specialist builds relationships with homeless individuals, provides advocacy, and assists Veterans & Supportive Services. The primary goal is to identify unsheltered homeless individuals through direct street outreach activities and through community referrals from mental health, hospitals, local law enforcement and municipalities and other social service agencies. In identifying highly vulnerable homeless individuals, the Outreach Specialist will administer assessment tools, facilitate placement into emergency housing, if needed, and connect to social services and permanent housing. The Outreach Specialist will also assist individuals in obtaining housing readiness documentation and accompany them through the housing application process.

### **SUPERVISION RECEIVED:**

Program Supervisor I and Program Supervisor II.

### **SUPERVISION EXERCISED:**

None

### **DUTIES AND RESPONSIBILITIES:**

*Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

#### **Essential Job Specific Duties:**

- Conduct outreach in the community, focusing on those who are most vulnerable. Outreach will occur in identified "hot spot" neighborhoods and at times when individuals are most likely to be found (including early morning and evenings).
- Complete an assessment tool to determine vulnerability and acuity of individuals/families during street outreach as well as other outreach and referral processes.
- Assist homeless individuals/families with accessing resources and making referrals; continue to engage with unsheltered homeless individuals/families until shelter or permanent housing is obtained.
- Provide advocacy for homeless individuals/families when they encounter barriers.
- Assist in obtaining housing readiness documentation such as ID, social security card, income verification and transportation to appointments as necessary.
- Provide support for people as they transition from homelessness to housing.
- Maintain complete client records, daily outreach logs, mileage logs, and other reports as directed.
- Establish and maintain positive, productive working relationships with mental health programs, shelter programs, police (and other local officials), and providers of services and resources to homeless individuals/families.



- Attend team meetings, conferences, training workshops and community meetings as needed.

**Other Job Specific Duties:**

- Participates in and conducts outreach activities, conferences, meetings, and trainings as assigned.
- Ability to work under different weather conditions.
- Work alternative hours as required, including nights and weekends, as assigned.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK Programs.
- Must be willing to travel throughout Kern County, as needed, to assist clients.
- Other duties and special projects as assigned.

**MINIMUM QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.*

**Knowledge of:**

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Current problems of socially and economically challenged families.
- Mental health, physical health, and substance abuse issues and symptoms.
- Harm Reduction and Housing First models of service delivery.
- Modern office practices, methods, procedures, and computer equipment.
- Word processing, spreadsheet, database, and related software applications.

**Ability to:**

- Plan, prioritize, and organize workload.
- Work independently within scope of authority.
- Recommend changes to office procedures, as appropriate.
- Prepare clear and concise workload reports.
- Exercise sound, independent judgment within the programs policies and procedures and State mandates/regulations.
- Communicate effectively, verbally and in writing.
- Effectively present program information to the public in small and large group settings.
- Demonstrate good interpersonal skills and effectively work within a team and successfully motivate others.
- Provide excellent customer services and establish professional working relationships with staff, agencies, and stakeholders.
- Display appropriate, professional, healthy boundaries and exercises mature judgment and understanding of safety concerns.
- Proficiently work with word processing, spreadsheets, database, and related software applications.
- Work with accuracy and attention to detail.

**EDUCATION AND EXPERIENCE:**



*The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.*

- One (1) year of working with various socio-economic groups including the veteran or homeless populations.
- One (1) year of experience in promoting services, outreaching, marketing, or educating the public on available services and resources.
- Honorably discharged veteran preferred.
- Any equivalent combination of education, training, and/or experience that will provide the capabilities to perform the described duties.

#### **OTHER REQUIREMENTS:**

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted and pass pre-employment background check.
- Must complete American Heart Association First-Aid and CPR certification.
- Narcan Training certification within 90 days of employment.
- Successful completion of live scan, physical, substance abuse screening, TB and all required vaccinations.
- Bilingual language fluency (English/Spanish) desirable.

#### **WORK ENVIRONMENT:**

*The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.*

- Work is performed indoors and outdoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

#### **ESSENTIAL PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.*

POSITION TITLE: Outreach Specialist - Veteran Supportive Services				
Activity	Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting				X
Walking				X
Standing				X
Bending (neck)				X
Bending (waist)				X
Squatting		X		
Climbing		X		
Kneeling			X	
Crawling		X		
Twisting (neck)				X



Twisting (waist)			X
Is repetitive use of hand required?			X
Simple Grasping (right hand)			X
Simple Grasping (left hand)			X
Power Grasping (right hand)		X	
Power Grasping (left hand)		X	
Fine Manipulation (right hand)			X
Fine Manipulation (left hand)			X
Pushing & Pulling (right hand)		X	
Pushing & Pulling (left hand)		X	
Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



## **Intake/Eligibility Technician-Veterans Supportive Services**

*Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.*

**Salary Range:** Grade 06

**FLSA Status:** Non-Exempt

**Date Approved:** TBD

### **SUMMARY:**

The Intake/Eligibility Technician is responsible for the coordination and comprehensive services delivered to veterans and their families by Veterans & Supportive Services. The Intake/Eligibility Technician uses interactive interviewing and fact gathering to obtain, verify and evaluate information from veterans regarding initial eligibility for Veterans & Supportive Services assistance.

### **SUPERVISION RECEIVED:**

Program Supervisor I and Program Supervisor II

### **SUPERVISION EXERCISED:**

None

### **DUTIES AND RESPONSIBILITIES:**

*Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

#### **Essential Job Specific Duties:**

- Interview and obtain veteran's household information in difficult and emotional situations on such matters as household income, assets and financial obligations, familial status and housing crisis situation. Verifies information needed to determine initial eligibility for Veterans & Supportive Services assistance.
- Completes same-day program intake based on veteran's eligibility and housing crisis; Route completed case file to Veterans & Supportive Services Program or designee for case manager assignment and program follow up.
- Provides information and makes routine referrals to mainstream resources but not limited to veteran service providers, homeless programs and housing programs.
- Ensures accuracy, completeness, timely submission and consistency of eligibility documents and case files.
- Monitor, document and report veteran progress into Homeless Management Information System (HMIS) and Agency referral log.
- Create, store, retrieve and maintain electronically prepared materials; Maintain and control VA, Agency and veteran household information.
- Develop and maintain partnerships with Veterans & Supportive Services programs, community partners and VA entities that provide services to veterans.
- Plans, organizes and prioritizes workload to ensure that necessary tasks are completed in accordance with regulations related to Veterans & Supportive Services program specific eligibility and timeliness.
- Attends meetings and participates in training sessions or staff development activities.



- Other duties and special projects as assigned.

**Other Job Specific Duties:**

- Maintains a safe and functional work environment.
- Works alternative hours as required.
- Always maintains client confidentiality
- Provide applicants with information regarding additional CAPK programs.
- Participates in and conducts outreach activities, conferences, meetings, and trainings as assigned.
- Receive applicants in a courteous and professional manner.
- Work collaboratively as part of a team.
- Must be willing to travel throughout Kern County, as needed, to assist clients.

**MINIMUM QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.*

**Knowledge of:**

- Courteous and respectful call handling and phone etiquette.
- Applicable federal, state, and local laws, codes, and regulations.
- Contractual, departmental, and agency policies and procedures.
- Modern office practices, methods, procedures, and computer equipment.
- Word processing, spreadsheet, database, and related software applications.
- Proper grammar, punctuation, and spelling.
- Current problems of socially and economically challenged families.

**Ability to:**

- Effectively communicate, verbally and in writing.
- Greet and assist visitors and clients in a professional manner and provide quality customer service.
- Work under pressure and in new situations.
- Work independently.
- Perform mathematical calculations and apply basic math concepts.
- Demonstrate good interpersonal skills.
- Problem solve and exercise sound judgement.

**EDUCATION AND EXPERIENCE:**

*The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.*

- Associate degree in social services or related field preferred.
- One (1) year experience working in a clerical social service environment.
- Experience working with people of diverse socioeconomic backgrounds.
- Honorably discharged veteran preferred.
- Previous case management experience desirable.
- Any equivalent combination of education, training, and/or experience that will provide the capabilities to perform the described duties.



### **OTHER REQUIREMENTS:**

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must complete American Heart Association First-Aid and CPR certification.
- Narcan Training certification within 90 days of employment.
- Successful completion of live scan, physical, substance abuse screening, TB and all required vaccinations.
- Bilingual language fluency (English/Spanish) desirable.

### **WORK ENVIRONMENT:**

*The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.*

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

### **ESSENTIAL PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.*

POSITION TITLE: Intake/Eligibility Technician-Veteran Supportive Services				
Activity	Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting				X
Walking				X
Standing				X
Bending (neck)				X
Bending (waist)				X
Squatting			X	
Climbing		X		
Kneeling			X	
Crawling		X		
Twisting (neck)				X
Twisting (waist)				X
Is repetitive use of hand required?				X
Simple Grasping (right hand)				X
Simple Grasping (left hand)				X
Power Grasping (right hand)			X	
Power Grasping (left hand)			X	
Fine Manipulation (right hand)				X
Fine Manipulation (left hand)				X
Pushing & Pulling (right hand)			X	
Pushing & Pulling (left hand)			X	



Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



## **Program Assistant –Veterans Supportive Services**

*Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.*

**Salary Range:** Grade 06

**FLSA Status:** Non-Exempt

**Date Approved:** TBD

### **SUMMARY:**

The Program Assistant supports the Veterans Supportive Services Program by assisting with administrative tasks, daily operations, and grant-related activities funded through the U.S. Department of Veterans Affairs. This position also works closely with Veterans & Supportive Services administrative staff to support program coordination and service delivery.

### **SUPERVISION RECEIVED:**

Program Supervisor I, Program Supervisor II

### **SUPERVISION EXERCISED:**

None

### **DUTIES AND RESPONSIBILITIES:**

*Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

#### **Essential Job Specific Duties:**

- Provide operations support to the program staff managing and monitoring program activities.
- Maintaining files for program record management.
- Maintain control and ensure accuracy of weekly, monthly, and other periodic reports as assigned.
- Greeting guests/visitors entering program site, determining the nature and purpose of visit and direct or escorting them to specific destination.
- Creates, stores, retrieves and maintains electronically prepared materials.
- Maintains and controls Veterans & Support Services confidential reports.
- Answer incoming phone calls and transfer them as needed and/or taking messages and providing to recipient.
- Maintains a roster of all residents on a daily and nightly basis.  
Oversee the full cycle of the Pantry Program, including the receipt, sorting, and processing of donated items, ensuring they are stored appropriately and listed accurately in the inventory system.
- Maintains inventory of all supplies needed by staff and residents.
- Conduct regular inventory counts and audits to ensure inventory stock levels are accurate and address any discrepancies promptly.
- Maintains cleanliness, organization, and inventory of paper supply and hygiene closets.
- Mail pick-up and distribution for residents and staff.
- Oversee daily logistics and workflow, ensuring smooth operations by coordinating tasks and property repair maintenance work orders across various departments.



- Maintains contact and relays urgent messages and issues to residents or program site staff.

**Other Job Specific Duties:**

- Attend all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Is proactive in the program effort to recruit and enroll families that qualify for CAPK programs.
- Other duties and special projects as assigned.

**MINIMUM QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.*

**Knowledge of:**

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheet, database, and related software applications.
- Current problems of socially and economically challenged families.

**Ability to:**

- Demonstrate excellent customer service skills.
- Problem solve and address conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Work independently.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Establish professional working relationships with staff, agencies, and parents.

**EDUCATION AND EXPERIENCE:**

*The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.*

- Associate degree in social services or related field preferred
- One (1) year of clerical experience.
- Honorably discharged veteran or individual of lived experience with homeless services preferred.
- Experience working in non-profit sector.
- Any equivalent combination of education, training, and/or experience that will provide the capabilities to perform the described duties.

**OTHER REQUIREMENTS:**



- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted and pass pre-employment background check.
- Must complete American Heart Association First-Aid and CPR certification.
- Narcan Training certification within 90 days of employment.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.
- Bilingual language fluency (English/Spanish) desirable.

#### **WORK ENVIRONMENT:**

*The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.*

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

#### **ESSENTIAL PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.*

POSITION TITLE: Program Assistant - Veterans Supportive Services				
Activity	Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting				X
Walking				X
Standing				X
Bending (neck)				X
Bending (waist)				X
Squatting			X	
Climbing	X			
Kneeling			X	
Crawling	X			
Twisting (neck)				X
Twisting (waist)				X
Is repetitive use of hand required?				X
Simple Grasping (right hand)				X
Simple Grasping (left hand)				X
Power Grasping (right hand)		X		
Power Grasping (left hand)		X		
Fine Manipulation (right hand)				X
Fine Manipulation (left hand)				X
Pushing & Pulling (right hand)		X		
Pushing & Pulling (left hand)		X		
Reaching (above shoulder level)		X		



Reaching (below shoulder level)		X	
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	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



## **Case Manager-Veterans Supportive Services**

*Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.*

**Salary Range:** Grade 07

**FLSA Status:** Non-Exempt

**Date Approved:** TBD

### **SUMMARY:**

The Case Manager is responsible for the coordination and comprehensive services delivered to veterans and their families by Veteran & Supportive Services. This program was designed to assist homeless and at-risk veterans, and their families obtain and maintain housing. The Case Manager will provide direct support for case management services and financial housing assistance to Veterans in Veterans & Supportive Services qualifying programs.

### **SUPERVISION RECEIVED:**

Program Supervisor I and Program Supervisor II

### **SUPERVISION EXERCISED:**

None

### **DUTIES AND RESPONSIBILITIES:**

*Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

#### **Essential Job Specific Duties:**

- Assess the functional and social needs of clients in order to develop, implement and monitor individual service plans leading to increased self-sufficiency, including housing stabilization.
- Assist veterans to identify mainstream needs and facilitate a plan with appropriate service providers to meet those needs.
- Determine and access appropriate local, state, federal health and social resource agencies.
- Provide office and in-home visits on an ongoing basis as needed by clients, including follow-up services.
- Monitor, document and report client progress in database reporting systems and in client case files.
- Maintain client confidentiality and respond to clients in a timely manner.
- Provide outreach to the community regarding resources available in Veterans & Supportive Services programs.
- Teach clients practical financial skills that consist of developing a monthly budget, prioritizing bills, and opening a bank account/savings method.
- Maintain client databases and referrals for service and generate reports.
- Maintain documentation of all payments to clients and all program expenses.
- Develop and maintain a list of housing providers and relationships with housing providers in Kern County.
- Guide clients through the process of obtaining and maintaining housing.



- Comply with established policies and procedures.
- Attend scheduled team meetings and training.
- Other duties and special projects as assigned.

**Other Job Specific Duties:**

- Assists and participates in meetings and community events as assigned.

**MINIMUM QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.*

**Knowledge of:**

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Current problems of socially and economically challenged homeless individuals.

**Ability to:**

- Multitask in a fast-paced environment, with prompt attention to caller's needs and call center's volume.
- Communicate effectively, verbally and in writing.
- Analyze problems and identify alternative solutions.
- Plan and implement developmentally appropriate routines, activities, and experiences.
- Plan, organize, and allocate resources.
- Work independently.
- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and interpret and explain policies and procedures.
- Work with diverse populations whose circumstances may include mental illness, drug addiction, health issues, and other socioeconomic and environmental factors.
- Understand and apply written regulations and instructions.
- Work with accuracy and attention to detail.
- Operate and use modern office equipment, including multi-line phone systems.
- Effectively organize and prioritize assigned work.
- Maintain professional relationships with diverse groups and community representatives.
- Maintain a safe and functional work environment.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

**EDUCATION AND EXPERIENCE:**

*The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.*

- Associate degree in social services or related field preferred.



- Up to one (1) year experience working with the veteran population and/or any duration of lived experience.
- Knowledge of Kern County health and social services is preferred.
- Honorably discharged veteran preferred.
- Call center experience preferred.
- Any equivalent combination of education, training, and/or experience that will provide the capabilities to perform the described duties.

#### **OTHER REQUIREMENTS:**

- Possession of a valid California driver's license, current automobile insurance and acceptable driving record, substantiated by a DMV printout.
- Must complete American Heart Association First-Aid and CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Must be fingerprinted and pass pre-employment background check.
- Successful completion of live scan fingerprinting, physical, substance abuse screening, TB, and all required vaccinations.
- Bilingual language fluency (English/Spanish) desired.

#### **WORK ENVIRONMENT:**

*The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.*

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

#### **ESSENTIAL PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.*

POSITION TITLE: Case Manager- Veterans Supportive Services				
Activity	Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting				X
Walking				X
Standing				X
Bending (neck)				X
Bending (waist)				X
Squatting			X	
Climbing		X		
Kneeling			X	
Crawling		X		
Twisting (neck)				X
Twisting (waist)				X



Is repetitive use of hand required?				X
Simple Grasping (right hand)				X
Simple Grasping (left hand)				X
Power Grasping (right hand)			X	
Power Grasping (left hand)			X	
Fine Manipulation (right hand)				X
Fine Manipulation (left hand)				X
Pushing & Pulling (right hand)			X	
Pushing & Pulling (left hand)			X	
Reaching (above shoulder level)			X	
Reaching (below shoulder level)			X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



## **Lead Case Manager-Veterans Supportive Services**

*Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.*

**Salary Range:** Grade 09

**FLSA Status:** Non-Exempt

**Date Approved:** TBD

### **SUMMARY:**

The Lead Case Manager is responsible for the coordination and comprehensive services delivered to veterans and their families by Veterans & Supportive Services. This program was designed to assist homeless and at-risk veterans, and their families obtain and maintain housing. The Lead Case Manager will provide direct support case management services and financial housing assistance to Veterans in Veterans & Supportive Services qualifying programs. The Lead Case Manager will provide oversight, training and direction to Case Managers.

### **SUPERVISION RECEIVED:**

Program Manager

### **SUPERVISION EXERCISED:**

Case Managers

### **DUTIES AND RESPONSIBILITIES:**

*Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

#### **Essential Job Specific Duties:**

- Assess the functional and social needs of clients in order to develop, implement and monitor service plans leading to increased self-sufficiency, including housing.
- Assess the housing needs of clients and develop a Housing Stability Plan.
- Coordinates and provides training to staff, providers, partners, and community members.
- Maintain program documentation and forms, including complying with the agency policies and procedures and all other related guidelines for the program.
- Assists with preparation of reports, and participation in the design of improvements to the homeless response system.
- Provides necessary information, problem assessment, referral, and follow up appropriate to client's and provider's needs
- Assist veterans to identify mainstream needs and facilitate a plan with appropriate service providers to meet those needs.
- Determine and access appropriate local, state, federal health and social resource agencies.
- Provide office and in-home visits on an ongoing basis as needed by clients, including follow-up services.
- Monitor, document and report client progress in database reporting systems and in client case files.
- Maintain client confidentiality and respond to clients in a timely manner.



- Provide outreach to the community regarding resources available in Veterans & Supportive Services programs.
- Recommend payment for rapid re-housing and complete paperwork per policy.
- Maintain client databases and referrals for service and generate reports.
- Maintain documentation of all payments to clients and all program expenses.
- Develop and maintain a list of housing providers and relationships with housing providers in Kern County.
- Guide clients through the process of obtaining and maintaining housing.
- Comply with established policies and procedures.
- Attend scheduled team meetings and training.
- Other duties and special projects as assigned.

**Other Job Specific Duties:**

- Assists and participates in meetings and community events as assigned.

**MINIMUM QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.*

**Knowledge of:**

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Current problems of socially and economically challenged homeless individuals.

**Ability to:**

- Multitask in a fast-paced environment, with prompt attention to caller's needs and call center's volume.
- Communicate effectively, verbally and in writing.
- Analyze problems and identify alternative solutions.
- Plan and implement developmentally appropriate routines, activities, and experiences.
- Plan, organize, and allocate resources.
- Work independently.
- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and interpret and explain policies and procedures.
- Work with diverse populations whose circumstances may include mental illness, drug addiction, health issues, and other socioeconomic and environmental factors.
- Understand and apply written regulations and instructions.
- Work with accuracy and attention to detail.
- Operate and use modern office equipment, including multi-line phone systems.
- Effectively organize and prioritize assigned work.
- Maintain professional relationships with diverse groups and community representatives.
- Maintain a safe and functional work environment.



- Speak at engagements on issues related to Veterans & Supportive Services and Homelessness.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

### **EDUCATION AND EXPERIENCE:**

*The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.*

- Associate degree in social services or related field preferred.
- Up to two (2) years' experience working with the unsheltered or veteran population and/or any duration of lived experience.
- Knowledge of Kern County health and social services is preferred.
- Honorably discharged veteran preferred.
- Any equivalent combination of education and/or experience may be acceptable on a year-to-year basis.

### **OTHER REQUIREMENTS:**

- Possession of a valid California driver's license, current automobile insurance and acceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted and pass pre-employment background check.
- Must complete American Heart Association First-Aid and CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Bilingual language fluency (English/Spanish) desired.
- Successful completion of live scan fingerprinting, physical, substance abuse screening, TB, and all required vaccinations.

### **WORK ENVIRONMENT:**

*The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.*

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

### **ESSENTIAL PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.*

POSITION TITLE: Lead Case Manager-Veterans Supportive Services				
Activity	Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting				X



Walking			X
Standing			X
Bending (neck)			X
Bending (waist)			X
Squatting		X	
Climbing	X		
Kneeling		X	
Crawling	X		
Twisting (neck)			X
Twisting (waist)			X
Is repetitive use of hand required?			X
Simple Grasping (right hand)			X
Simple Grasping (left hand)			X
Power Grasping (right hand)		X	
Power Grasping (left hand)		X	
Fine Manipulation (right hand)			X
Fine Manipulation (left hand)			X
Pushing & Pulling (right hand)		X	
Pushing & Pulling (left hand)		X	
Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



## **Healthcare Navigator-Veterans Supportive Service**

*Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.*

**Salary Range:** Grade 09

**FLSA Status:** Non-Exempt

**Date Approved:** TBD

### **SUMMARY:**

The Healthcare Navigator will provide services that include connecting Veterans to VA healthcare benefits or community health care services where Veterans are not eligible for VA care. Provide case management and care coordination, health education, interdisciplinary collaboration, coordination, and consultation duties. Work closely with the Veterans primary care provider and members of the Veterans assigned multidisciplinary treatment team.

### **SUPERVISION RECEIVED:**

Program Supervisor I and Program Supervisor II

### **SUPERVISION EXERCISED:**

None

### **DUTIES AND RESPONSIBILITIES:**

*Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

#### **Essential Job Specific Duties:**

- Act as a liaison between Veterans & Supportive Services and the VA or community medical clinic and works with a population of Veterans with complex needs who require assistance accessing health care services or adhering to health care plans.
- Work closely with the Veterans assigned multidisciplinary team, including medical, nursing, and administrative specialists, and case management personnel.
- Provide timely and appropriate Veteran centered care.
- Conduct home visits and other locations that the Veteran may be currently residing in (i.e. encampments, homeless shelters, etc.).
- Provide crisis interventions and act as a crisis response team with Veterans & Supportive Services and/or other community partners.
- Work collaboratively with staff and the Veteran to identify and address systems challenges for enhanced care coordination as needed.
- Works directly with Veterans and provides specialized case management and care coordination.
- Provide ongoing health education support as needed to the Veteran and family members.
- Identify systemic barriers within the organization, communicate with organizational leadership about these barriers, and work collaboratively to find viable solutions.
- Advise veterans about resources and programs, set up interviews to establish a need and follow up to make sure the services are provided.



- Utilize Veterans & Supportive Services evaluation components and outcomes indicators and report those evaluation results to VA and organizational leadership.
- Responsible for managing the referrals caseload.

**Other Job Specific Duties:**

- Participates in and conducts outreach activities, conferences, meetings, and trainings as assigned.
- Maintain a safe and functional work environment.
- Work alternative hours, including nights and weekends.
- Must be available to travel for work as necessary.
- Perform other duties as assigned.

**MINIMUM QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.*

**Knowledge of:**

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Socioeconomic conditions and trends.
- Physical and mental illnesses and their impact upon personality, aging process, patterns of stability affecting veterans and barriers to self-sufficiency (such as drug abuse, unemployment, domestic abuse).
- Individual and group behavior and family relationships.
- Cultural and socioeconomic factors and influences affecting delivery of social services.
- Techniques of interviewing, diagnostic assessment and various counseling modalities.
- Transference and boundary setting.
- Professional ethics.
- Public and private community social service resources.

**Ability to:**

- Address conceptual matters.
- Plan, organize, and allocate resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Effectively present Veterans & Supportive Services program information to the public.
- Establish professional working relationships with staff, agencies, and parents.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors

**EDUCATION AND EXPERIENCE:**

*The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.*



- Two (2) years of experience in a healthcare or social services area of practice.
- Associate or bachelor's degree in social services or related field preferred.
- Up to one (1) year experience working with the veteran population and/or any duration of lived experience.
- One (1) year of clinical experience preferred.
- Honorably discharged veteran preferred.
- Any equivalent combination of education and/or experience may be acceptable on a year-to-year basis

#### **OTHER REQUIREMENTS:**

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be able to drive company insured vehicles.
- Must be fingerprinted and pass pre-employment background check.
- SOAR certification within 90 days of employment.
- Successful completion of live scan, physical, substance abuse screening, TB and all required vaccinations.
- Bilingual language fluency (English/Spanish) desirable.

#### **WORK ENVIRONMENT:**

*The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.*

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

#### **ESSENTIAL PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.*

POSITION TITLE: Healthcare Navigator- Veterans Supportive Services				
Activity	Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting				X
Walking				X
Standing				X
Bending (neck)				X
Bending (waist)				X
Squatting			X	
Climbing	X			
Kneeling			X	
Crawling	X			
Twisting (neck)				X
Twisting (waist)				X



Is repetitive use of hand required?				X
Simple Grasping (right hand)				X
Simple Grasping (left hand)				X
Power Grasping (right hand)			X	
Power Grasping (left hand)			X	
Fine Manipulation (right hand)				X
Fine Manipulation (left hand)				X
Pushing & Pulling (right hand)			X	
Pushing & Pulling (left hand)			X	
Reaching (above shoulder level)			X	
Reaching (below shoulder level)			X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



## **Administrative Coordinator**

*Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.*

**Salary Range:** Grade 09

**FLSA Status:** Non-Exempt

**Date Approved:** 9/27/2023

### **SUMMARY:**

Under the direction of the Program Administrator and Division Director, performs sensitive and confidential administrative assistant/secretarial functions for the Director with special assistance to the Division's team. Maintains official records and provides administrative support to the Division.

### **SUPERVISION RECEIVED:**

Receives supervision from Program Administrator and indirect supervision from the Division Director.

### **SUPERVISION EXERCISED:**

None

### **DUTIES AND RESPONSIBILITIES:**

*Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.*

#### **Essential Job Specific Duties:**

- Performs a wide variety of duties for the Division that are complex, detailed, and highly confidential.
- Maintains official records system for the Division.
- Coordinates, plans, and serves as the primary point of contact for Director's management team meetings.
- Manages and coordinates the Director's calendar, meetings, phone calls, and other administrative tasks to help manage the priorities of the Director.
- Acts as the primary liaison for communication within the Agency's departments and responds to queries for general information.
- Provides general information to the public as required.
- Monitors budget for department managed by the Administrator and Director.
- Prepares a variety of internal and external correspondence and completes forms and memos for distribution as needed.
- Reviews and assembles information and documents for Committee agendas in accordance with the Ralph M. Brown Act.
- Responsible for preparing committee packets and correspondence, takes minutes at various Board and Committee meetings, and transcribes into final minutes for distribution.

#### **Other Job Specific Duties:**

- Attends all meetings, trainings, and conferences as assigned.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.



- Performs any other like duties as assigned or as needed.
- Schedules and organizes activities such as meetings, training, and travel for the Director and staff.

#### **MINIMUM QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.*

#### **Knowledge of:**

- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Correspondence and report writing practices and procedures.
- Modern office practice, procedures, and equipment, including computers.
- Record-keeping and report writing techniques.
- Current problems of socially and economically challenged families.
- The contributions of parents and volunteers who may be non-professional.
- Word processing, spreadsheet, database, and other related software applications.
- Organizational and procedure principles and research techniques.
- Basic budgetary principles.
- Language translation and interpretation strategies and techniques.

#### **Ability to:**

- Deal with conceptual matters.
- Demonstrate excellent problem-solving skills.
- Communicate effectively, verbally and in writing.
- Communicate orally in public.
- Prepare official agendas, meeting minutes, and public and other legal notices.
- Compose professional letters, memos, reports, and a variety of internal and external correspondence.
- Organize and maintain office files, records, and logs.
- Work with minimal supervision.
- Maintain confidentiality of sensitive documents and information.
- Plan, organize, allocate, and control substantial resources.
- Exercise independent discretionary judgment in a professional manner.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Effectively present program information to the public.
- Establish professional working relationships with staff, agencies, and parents.

#### **EDUCATION AND EXPERIENCE:**

*The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.*

- Completion of two (2) years of college or equivalent level course work in business or public administration, record management, or a related field
- Minimum of four (4) years of responsible administrative assistant work, including



document and records management.

- Any combination of education and or experience that demonstrates a high degree of competency.

#### **OTHER REQUIREMENTS:**

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted and pass pre-employment background check.
- Bilingual language fluency (English/Spanish) desirable.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.

#### **WORK ENVIRONMENT:**

*The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.*

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

#### **ESSENTIAL PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.*

POSITION TITLE    Administrative Coordinator				
Activity	Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting				X
Walking				X
Standing				X
Bending (neck)				X
Bending (waist)				X
Squatting			X	
Climbing	X			
Kneeling			X	
Crawling	X			
Twisting (neck)				X
Twisting (waist)				X
Is repetitive use of hand required?				X
Simple Grasping (right hand)				X
Simple Grasping (left hand)				X
Power Grasping (right hand)		X		
Power Grasping (left hand)			X	
Fine Manipulation (right hand)				X
Fine Manipulation (left hand)				X
Pushing & Pulling (right hand)		X		
Pushing & Pulling (left hand)			X	



Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X					



## **Social Worker- Veterans Supportive Services**

*Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.*

**Salary Range:** Grade 10

**FLSA Status:** Non-Exempt

**Date Approved:** TBD

### **SUMMARY:**

The Social Worker supports enrolled veterans by connecting them with substance abuse counseling, mental health services, support groups, and rehabilitation programs to aid in their recovery and well-being. Responsibilities include meeting with clients and their families to discuss progress or setbacks, developing treatment plans for those with mental illnesses or recovering from traumatic events, and maintaining regular communication to monitor their physical and mental health.

### **SUPERVISION RECEIVED:**

Programs Manager

### **SUPERVISION EXERCISED:**

None

### **DUTIES AND RESPONSIBILITIES:**

*Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

#### **Essential Job Specific Duties:**

- Assist Program staff in assessing veterans needs and seeking appropriate health and human service support.
- Develop a treatment and care plan in conjunction with the VA medical and support staff.
- Collaborate with healthcare providers, and other organizations.
- Plan, coordinate, and implement support plans to help clients and their families cope in difficult times and overcome dependencies.
- Advocate for clients' rights and needs.
- Act as a liaison for veterans, setting up interviews to establish service and ensure the services are provided.
- Assist veterans in filling out applications for assistance programs.
- Conduct home visits and fieldwork as necessary.
- Work with veteran families on reunification or other support as it relates to their treatment plan.
- Assist veterans that have a mental health diagnosis on a treatment plan and linkage to appropriate support programs.
- Provide crisis intervention and conflict resolution services.
- Advocate for and help veterans get resources that improve their well-being.
- Evaluate services provided to ensure that they are effective.
- Document clients' progress and maintaining accurate records.
- Provide counseling and support to individuals and their families.



**Other Job Specific Duties:**

- Assists and participates in meetings and community events as assigned.
- Work alternative shifts including nights and weekends.
- Other duties and special projects as assigned.

**MINIMUM QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.*

**Knowledge of:**

- Local community resources and services.
- Diverse populations and cultural competency.
- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Current problems of socially and economically challenged individuals.

**Ability to:**

- Demonstrate strong interpersonal skills.
- Communicate effectively, verbally, and in writing.
- Analyze problems and identify alternative solutions.
- Work independently and as part of a multidisciplinary team.
- Demonstrate strong organizational skills and attention to detail.
- Exercise flexibility and adapt to a dynamic work environment.
- Compile and maintain data records.
- Work with accuracy and attention to detail.
- Exhibit strong active listening skills, organizational skills, problem-solving skills and time-management.
- Demonstrate initiative and capacity to respond effectively in stressful situations.
- Maintain professional relationships with diverse groups and community representatives.
- Maintain a safe and functional work environment.

**EDUCATION AND EXPERIENCE:**

*The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.*

- Bachelor's degree in social work from an accredited university.
- Up to two (2) years' experience working with the veteran population.
- Specialized training in mental health or substance abuse counseling.
- Advanced skills in crisis intervention and conflict resolution.
- Experience working in non-profit sector.
- Experience working with disadvantaged populations.
- Honorably discharged veteran preferred.
- Knowledge of Kern County health and social services is preferred.



### **OTHER REQUIREMENTS:**

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted and pass pre-employment background check.
- Successful completion of live scan, physical, substance abuse screening, TB and all required vaccinations.
- Must complete American Heart Association First-Aid and CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Bilingual language fluency (English/Spanish) desirable.

### **WORK ENVIRONMENT:**

*The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.*

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

### **ESSENTIAL PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.*

POSITION TITLE: Social Worker-Veterans Supportive Services				
Activity	Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting				X
Walking				X
Standing				X
Bending (neck)				X
Bending (waist)				X
Squatting			X	
Climbing		X		
Kneeling			X	
Crawling		X		
Twisting (neck)				X
Twisting (waist)				X
Is repetitive use of hand required?				X
Simple Grasping (right hand)				X
Simple Grasping (left hand)				X
Power Grasping (right hand)			X	
Power Grasping (left hand)			X	
Fine Manipulation (right hand)				X
Fine Manipulation (left hand)				X



Pushing & Pulling (right hand)		X	
Pushing & Pulling (left hand)		X	
Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



## **Program Supervisor I-Veterans Supportive Services**

*Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.*

**Salary Range:** Grade 10

**FLSA Status:** Non-Exempt

**Date Approved:** TBD

### **SUMMARY:**

The Program Supervisor I assists in managing and monitoring Veterans & Supportive Services programs grants, identifying and addressing program and policy issues, and overseeing the accuracy of programmatic reporting. The role involves managing schedules, coordinating staff training, preparing official correspondence for approval, and ensuring property safety and security. The Supervisor I also drafts and implements policies for resident handbooks and must be well-versed in Agency policies and guidelines, ensuring major decisions are approved by the Program Administrator.

### **SUPERVISION RECEIVED:**

Program Manager

### **SUPERVISION EXERCISED:**

Lead Case Manager, Program Assistant, Outreach Specialist, Healthcare Navigator, Intake/Eligibility Technician, Housing Navigator

### **DUTIES AND RESPONSIBILITIES:**

*Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

#### **Essential Job Specific Duties:**

- Assist leadership in managing and monitoring programs operated by Veterans & Supportive Services, including program grants.
- Monitor each program and inform leadership of ongoing program and policy issue and discuss ways to resolve them.
- Review and participate in an emergency contact schedule of Veterans & Supportive Services employees for all programs.
- Monitor reports generated by Program staff for accuracy.
- Create and maintain control of reports and schedules.
- Coordinate, as assigned, necessary staff training such as first aid and CPR certification.
- Prepare for signature and posting of outgoing official correspondence as assigned.
- Establish and maintain the safety and security of Agency property and furnishings.
- Prioritize the need for and draft policies and procedures for resident handbooks.
- Establish and implement policies contained within the resident handbook.
- Understanding of the Agency Employee Handbook, Resident Handbooks, Veterans & Supportive Services programs Guidelines, and all operational policies.
- Ensure decisions affecting the Veterans & Supportive Services are not made without consultation and approval by leadership.
- Generate a morning report and submit to leadership for review and approval.



- Prepare Monthly and Quarterly Program Reports.
- Create and review performance requirements for the Veterans & Supportive Services Case Management team.
- Supervise and evaluate staff, assign work, provide guidance and direction to ensure they have sufficient resources to complete their responsibilities.
- Assess program staff performance and make change recommendations including disciplinary action.
- Responsible for timesheet review and approval including supervision, and evaluation of assigned staff.

**Other Job Specific Duties:**

- Prepare, conduct, and attend all meetings, trainings, and conferences as assigned.
- Maintain a staff schedule.
- Work alternative hours as required.
- Maintain a safe and functional work environment.
- Work collaboratively with staff, partners, volunteers, and clients in achieving the monthly program goals.
- Performs other tasks as required for the efficient operation of the comprehensive, integrated CVAF program.
- Maintain confidentiality of client information and records.
- Other duties and special projects as assigned.

**MINIMUM QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.*

**Knowledge of:**

- Socioeconomic conditions and trends.
- Physical and mental illnesses and their impact on stability creating barriers to self-sufficiency and family relationships.
- Cultural and socioeconomic factors and influences affecting delivery of social services.
- Techniques of interviewing, diagnostic assessment, and various counseling modalities.
- Transference and boundary setting.
- Knowledge of program laws, rules and regulations.
- Public and private community social service resources.

**Ability to:**

- Demonstrate good interpersonal skills.
- Work as a positive team member and demonstrate strong leadership, management, and supervisory skills.
- Communicate effectively, verbally and in writing.
- Work with conceptual matters.
- Plan, organize, and allocate resources.
- Effectively present shelter program services information to the public.
- Establish professional working relationships with staff, partners, and volunteers.
- Reasonably obtain knowledge of applicable federal, state, and local laws, codes, and regulations.



- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.
- Demonstrate excellent communication, interpersonal, and conflict resolution skills.

#### **EDUCATION AND EXPERIENCE:**

*The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.*

- Bachelor's degree from an accredited college or university.
- Must be an experienced driver with experience transporting clients.
- Honorably discharged veteran preferred.
- Experience working in the non-profit sector preferred.
- One (1) year of management experience.
- Any equivalent combination of education, training and experience that will demonstrate the capabilities to perform the described duties considered.

#### **OTHER REQUIREMENTS:**

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have reliable transportation during work hours.
- Must be fingerprinted and pass pre-employment background check.
- Successful completion of live scan, physical, substance abuse screening, TB and all required vaccinations.
- Must complete American Heart Association First-Aid and CPR certification.
- Narcan Training certification within 90 days of employment.
- Bilingual language fluency (English/Spanish) desirable.

#### **WORK ENVIRONMENT:**

*The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.*

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

#### **ESSENTIAL PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.*

POSITION TITLE: Program Supervisor I- Veterans Supportive Services				
Activity	Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting				X
Walking				X
Standing				X
Bending (neck)				X



Bending (waist)			X
Squatting		X	
Climbing	X		
Kneeling		X	
Crawling	X		
Twisting (neck)			X
Twisting (waist)			X
Is repetitive use of hand required?			X
Simple Grasping (right hand)			X
Simple Grasping (left hand)			X
Power Grasping (right hand)		X	
Power Grasping (left hand)		X	
Fine Manipulation (right hand)			X
Fine Manipulation (left hand)			X
Pushing & Pulling (right hand)		X	
Pushing & Pulling (left hand)		X	
Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



## **Program Supervisor II-Veterans Supportive Services**

*Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.*

**Salary Range:** Grade 11

**FLSA Status:** Exempt

**Date Approved:** TBD

### **SUMMARY:**

The Program Supervisor II assists in managing and monitoring Veterans & Supportive Services programs including grants, identifying and addressing program and policy issues, and overseeing the accuracy of programmatic reporting. The role involves managing schedules, coordinating staff training, preparing official correspondence for approval, and ensuring property safety and security. The Program Supervisor II drafts and implements policies for resident handbooks and must be well-versed in Agency policies and guidelines, ensuring major decisions are approved by the Administrator. This position will serve as a liaison with stakeholders and community partners.

### **SUPERVISION RECEIVED:**

Program Manager

### **SUPERVISION EXERCISED:**

Lead Case Manager, Program Assistant, Outreach Specialist, Healthcare Navigator, Intake/Eligibility Technician, Housing Navigator

### **DUTIES AND RESPONSIBILITIES:**

*Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

#### **Essential Job Specific Duties:**

- Assist leadership in managing and monitoring programs operated by Veterans & Supportive Services, including Grants.
- Monitor each program and inform leadership of ongoing program and policy issues to seek ways to resolve concerns.
- Review and participate in an emergency contact schedule of Veterans & Supportive Services employees for all programs.
- Monitor reports generated by Program staff for accuracy.
- Create and maintain control of reports and schedules.
- Coordinate, as assigned, necessary staff training such as first aid and CPR certification.
- Prepare for signature and posting of outgoing official correspondence as assigned. Send all correspondence to assigned leadership for approval.
- Establish and maintain the safety and security of Agency property and furnishings.
- Prioritize the need for and draft policies and procedures for resident handbooks.
- Establish, expand and implement policies contained within the resident handbook.
- Understanding of the current edition of the Agency Employee Handbook, Resident Handbooks, Veteran & Supportive Services programs Guidelines, and all operational policies.



- Ensure decisions affecting the Veteran & Supportive Services are not made without consultation and approval by leadership.
- Generate a morning report and submit to leadership for approval.
- Prepare Monthly and Quarterly Program Reports.
- Create and review performance requirements for the Veteran & Supportive Services Case Management team.
- Supervise and evaluate staff, assign work, provide guidance and direction to ensure they have sufficient resources to complete their responsibilities.
- Assess program staff performance and make change recommendations including disciplinary action.
- Responsible for timesheet review and approval including supervision, and evaluation of assigned staff.

**Other Job Specific Duties:**

- Prepare, conduct, and attend all meetings, trainings, and conferences as assigned.
- Maintain a staff schedule.
- Work alternative hours as required, including nights, weekends, holidays and rotating on-call duties.
- Maintain a safe and functional work environment.
- Work collaboratively with staff, partners, volunteers, and clients in achieving the monthly program goals.
- Performs other tasks as required for the efficient operation of the comprehensive, integrated Veteran & Supportive Services programs.
- Maintain confidentiality of client information and records.
- Other duties and special projects as assigned.

**MINIMUM QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.*

**Knowledge of:**

- Socioeconomic conditions and trends.
- Physical and mental illnesses and their impact upon personality, aging process, patterns of stability affecting veterans and barriers to self-sufficiency (such as drug abuse, unemployment, domestic abuse).
- Individual and group behavior and family relationships.
- Cultural and socioeconomic factors and influences affecting delivery of social services.
- Techniques of interviewing, diagnostic assessment and various counseling modalities.
- Transference and boundary setting.
- Professional ethics,
- Knowledge of program laws, rules and regulations.
- Public and private community social service resources.

**Ability to:**

- Demonstrate good interpersonal skills.
- Work as a positive team member and demonstrate strong leadership, management, and supervisory skills.



- Communicate effectively, verbally and in writing.
- Work with conceptual matters.
- Plan, organize, and allocate resources.
- Effectively present shelter program services information to the public.
- Establish professional working relationships with staff, partners, and volunteers.
- Reasonably obtain knowledge of applicable federal, state, and local laws, codes, and regulations.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.
- Demonstrate excellent communication, interpersonal, and conflict resolution skills.

#### **EDUCATION AND EXPERIENCE:**

*The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.*

- Bachelor's degree from an accredited college or university.
- Must be an experienced driver with experience transporting clients.
- Honorably discharged veteran preferred.
- Experience working in the non-profit sector preferred.
- Three (3) years of management experience.
- Any equivalent combination of education, training and experience that will demonstrate the capabilities to perform the described duties considered.

#### **OTHER REQUIREMENTS:**

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have reliable transportation during work hours.
- Must be fingerprinted and pass pre-employment background check.
- Successful completion of live scan, physical, substance abuse screening, TB and all required vaccinations.
- Must complete American Heart Association First-Aid and CPR certification.
- Narcan Training certification within 90 days of employment.
- Bilingual language fluency (English/Spanish) desirable.

#### **WORK ENVIRONMENT:**

*The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.*

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

#### **ESSENTIAL PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.*



POSITION TITLE: Program Supervisor II-Veterans Supportive Services				
Activity	Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting				X
Walking				X
Standing				X
Bending (neck)				X
Bending (waist)				X
Squatting			X	
Climbing		X		
Kneeling			X	
Crawling		X		
Twisting (neck)				X
Twisting (waist)				X
Is repetitive use of hand required?				X
Simple Grasping (right hand)				X
Simple Grasping (left hand)				X
Power Grasping (right hand)			X	
Power Grasping (left hand)			X	
Fine Manipulation (right hand)				X
Fine Manipulation (left hand)				X
Pushing & Pulling (right hand)			X	
Pushing & Pulling (left hand)			X	
Reaching (above shoulder level)			X	
Reaching (below shoulder level)			X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



## **Program Manager-Veterans Supportive Services**

*Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.*

**Salary Range:** Grade 12

**FLSA Status:** Exempt

**Date Approved:** TBD

### **SUMMARY:**

The Program Manager works across all program areas, including the finance team, to ensure effective and efficient grant making processes. The Program Manager will also serve as the system administrator for the Veterans & Supportive Services grants databases support the development and implementation of various initiatives, educate staff on Program policies and procedures, and be actively involved in the recruitment and training of Program staff.

### **SUPERVISION RECEIVED:**

Program Administrator of Veterans Supportive Services

### **SUPERVISION EXERCISED:**

Program Supervisor I, and Program Supervisor II

### **DUTIES AND RESPONSIBILITIES:**

*Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

#### **Essential Job Specific Duties:**

- Monitor grants for legal, financial, and program compliance including but not limited to ensuring that grant requirements are correctly documented in case files and grantor software.
- Monitor and documents grant processes, forms, templates, reports and data to ensure full compliance with internal controls, grantor requirements and legal requirements.
- Generate reports and data analysis for Program Leadership, Finance team and Board.
- Work with finance to comply with compliance and financial audits.
- Work with leadership to ensure accurate and adequate paper and electronic document retention requirements are met.
- Ensure all staff are aware and knowledgeable of the grants management process and technology to the degree their functions require. This includes training staff of all programs formally and informally.
- Implement and maintain protocol for testing and reconciling data accuracy and making timely and accurate database changes.
- Manage system upgrades, troubleshooting and roll-out of updates including staff notifications and training.
- Develop training materials and standard operating procedures. Maintain electronic manuals and update program sections of policy and procedures manuals. Document system procedure changes and trains users on updates.
- Assist in editing docket materials and preparing relevant materials.
- Design and maintain filing systems for Agency paper and electronic records.



- Participate in weekly staff meetings, including provision of work-related updates.
- Participate in weekly substantive check-ins with leadership.
- Collaborate with leadership on special projects as needed.
- Provide counseling on Program policies and procedures to all staff.
- Be actively involved in recruitment by managing the Program hiring process.
- Develop training and development programs
- Assist in performance management processes.
- Support the management of disciplinary and grievance issues.
- Review employment and working conditions to ensure legal compliance.
- Other duties and special projects as assigned.

**Other Job Specific Duties:**

- Develop, implement, and evaluate programs aimed at supporting individuals in crisis.
- Supervise and support program staff, providing training and guidance to enhance service delivery.
- Collaborate with community organizations, government agencies, and stakeholders to ensure comprehensive service provision.
- Advocate for clients' needs and rights, ensuring they have access to necessary resources and services.
- Monitor program outcomes, maintain accurate records, and prepare reports for funding agencies and stakeholders.
- Assist in the development and management of program budgets, ensuring financial sustainability and compliance with regulations.
- Possess strong leadership skills, a deep understanding of homelessness and social services, and a commitment to providing compassionate and effective support to vulnerable populations.

**MINIMUM QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.*

**Knowledge of:**

- Agency policies and departmental procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.
- Employment, political, and health services systems.
- Problems of veterans and socially and economically challenged individuals and families.

**Ability to:**

- Deal with conceptual matters.
- Plan, organize, and allocate resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Establish professional working relationships with staff, agencies, and community members.



- Analyze and interpret statistical reports and legislation for program design and implementation.
- Monitor, analyze, and evaluate programs, including the development of system design and procedural guidelines.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.
- Work alternative hours as required, including nights, weekends, and holidays.

#### **EDUCATION AND EXPERIENCE:**

*The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.*

- Bachelor's degree in sociology, business administration, public administration, or related field.
- Four (4) years' experience in administration/management, including program design, management, budgeting, program evaluation, community organization, public relations, or related experience.
- Two (2) years of supervisory experience.
- Up to one (1) year experience working with the veteran population and/or any duration of lived experience.
- Honorably discharged veteran preferred.
- Experience working in the non-profit sector preferred.
- Any equivalent combination of education, training and experience that will demonstrate the capabilities to perform the described duties considered.

#### **OTHER REQUIREMENTS:**

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have reliable transportation during work hours.
- Must be fingerprinted and pass pre-employment background check.
- Must complete American Heart Association First-Aid and CPR certification.
- Narcan Training certification within 90 days of employment.
- Successful completion of live scan, physical, substance abuse screening, TB and all required vaccinations.
- Bilingual language fluency (English/Spanish) desirable.

#### **WORK ENVIRONMENT:**

*The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.*

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

#### **ESSENTIAL PHYSICAL DEMANDS:**



The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE: Program Manager- Veterans Supportive Services				
Activity	Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting				X
Walking				X
Standing				X
Bending (neck)				X
Bending (waist)				X
Squatting			X	
Climbing		X		
Kneeling			X	
Crawling		X		
Twisting (neck)				X
Twisting (waist)				X
Is repetitive use of hand required?				X
Simple Grasping (right hand)				X
Simple Grasping (left hand)				X
Power Grasping (right hand)			X	
Power Grasping (left hand)			X	
Fine Manipulation (right hand)				X
Fine Manipulation (left hand)				X
Pushing & Pulling (right hand)			X	
Pushing & Pulling (left hand)			X	
Reaching (above shoulder level)			X	
Reaching (below shoulder level)			X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



## **Program Administrator -Veterans Supportive Services**

*Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.*

**Salary Range:** Grade 14

**FLSA Status:** Exempt

**Date Approved:** TBD

### **SUMMARY:**

The Program Administrator plans, organizes, controls, and directs, the operation, management, and administration of Veterans & Supportive Services agency contracts and/or grants that pertain to veteran services and self-sufficiency services. Ensures programmatic compliance with federal and state laws, and/or regulations, and any other requirements specific to the contracts/programs. The Program Administrator develops, monitors, implements, and evaluates program policies and procedures, develops, administers, monitors program budgets, assures Veterans & Supportive Services comply with and implement state, local, and federal regulations, and supervises and evaluates the performance of assigned personnel.

### **SUPERVISION RECEIVED:**

Division Director

### **SUPERVISION EXERCISED:**

Program Manager and indirect supervision of all Program Staff

### **DUTIES AND RESPONSIBILITIES:**

*Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

#### **Essential Job Specific Duties:**

- Program Planning and Operational Management
  - Oversees a management system that ensures proper planning and efficient operation of program design for the effective delivery of services.
  - Collaborates in the development and preparation of the annual preliminary program budgets, analyzes and reviews budgetary and financial data, controls and authorizes expenditures in accordance with established limitations, monitors fiscal systems to assure and sustain program alignment, administers grants, and develops and negotiates service contracts with partnerships, and consultants. This includes ensuring compliance with state and federal guidelines as a non-profit organization, allocating funds for each program.
  - Directs and evaluates the performance of assigned staff, interviews, and selects employees and recommends transfers, reassignments, terminations, and disciplinary actions, determines the need for, monitors, and evaluates staff development programs, and provides information to staff regarding professional development activities.
  - Establishes and maintains partnerships with agencies/resources in the community as they relate to program goals and objectives.



- Provides systematic monitoring and support of programs consistent with Performance Standards, policies and procedures, and applicable regulations.
- Maintains an internal communication system that includes an internal reporting record, and distribution of needed information to and from staff, and the Community Action Partnership of Kern Board of Directors.
- Participates in public relations and community interface activities.
- Advocates for Programmatic needs at the County, State and Federal level. Conduct monthly program review and evaluation to assess progress, identify challenges, and ensure alignment with goals.
- Work closely with the Finance Department to supply information to auditors. Monitors procedures to meet grant compliance in relationship to auditing standards. Ensures compliance and responses to CAPK audits.
- Performs special assignments/projects and other duties as assigned.
- Personnel Management
  - Oversees the identification of work to be done as related to the Performance Standards, administrative requirements, and other agency or program policies to identify what duties and responsibilities need to be performed by staff in conjunction with the Agency's Human Resources Department, including evaluation of work performance, administrative support and human resources management.
  - Provides leadership in establishing and maintaining quality work standards throughout the Veterans & Supportive Services Division.
  - Ensures that the division of labor is shared among staff and positions are sufficiently organized and defined for staff to fulfill work requirements.
  - Ensures that staff assignments have been made to the proper positions based on meeting the minimum requirements.
  - Works with the Human Resources Department to implement timely recruitment and selection process to ensure consistency with the budget plan, performance evaluations, coaching, and counseling in accordance with applicable federal and state laws and regulations.
  - Oversees the implementation of the performance evaluation system for all program staff within the Veterans & Supportive Services Division on an annual basis, in accordance with applicable policies and procedures.
  - Makes recommendations to leadership regarding hiring and terminations in accordance with Agency policy, applicable laws/regulations, and Appendix A, Governance and Management Responsibilities.
  - Responsible for the development and implementation of training plans for staff, volunteers, and others involved in the operation of the Veterans & Supportive Services programs.
- Financial Management:
  - In conjunction with the CFO and Division Director, oversees the grantee's responsibility in conducting the financial affairs of the Veterans & Supportive Services Division.
  - In conjunction with the CFO and Division Director, develops and maintains an effective system of financial management that controls funds within the program and meets all necessary financial management requirements and applicable regulations.



- Collaborate with the CBDO in the development and preparation of the basic grant refunding application and any supplemental applications as required by contracts.
- Performs internal quality control activities to monitor and evaluate the progress of contracts to ensure that the goals and objectives of the contracts and/or grants are being met within required timeframes and to prepare for audits/programmatic quality reviews from external agencies.
- Review and collaborate the budget preparation, monitor expenditures and revenues for assigned programs/contracts, and coordinate required periodic program reporting.
- Initiates, directs, and evaluates program activities and effectiveness, i.e., compliance with funding conditions, meeting program priorities, ensuring quality of services, and making recommendations, as appropriate.
- Monitors, establishes, and maintains strategies, objectives, and priorities for respective programs/contracts and apprises the Division Director of the status of Agency contract/program performance on a periodic basis.
- Identifies problems with program performance regarding Agency contracts/grants and makes recommendations/implements corrective actions.
- Responsible for approving expenditure disbursements.

**Other Job Specific Duties:**

- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as required, including nights and weekends.
- Is proactive in the program effort to recruit and enroll families that qualify for CAPK programs.

**MINIMUM QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.*

**Knowledge of:**

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.
- Employment, political, and health services systems.
- Problems of veterans and socially and economically challenged individuals and families.

**Ability to:**

- Supervise and lead a diverse team.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally, and in writing.
- Effectively work in group settings with Directors, Managers, Board of Directors, and others.
- Prepare accurate and concise reports and budgets.
- Coordinate and ensure timely reporting for contractual obligations.



- Ability to exercise sound judgment and consistently act to the betterment of our clients.
- Work with diverse personnel and communities to foster cultural competencies within population, including low-income, and other marginalized groups.

#### **EDUCATION AND EXPERIENCE:**

*The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.*

- Bachelor's degree from an accredited institution with a major in public administration, business administration, or closely related field.
- Possession of an advanced degree is desirable and may be substituted for one (1) year of required experience.
- Five (5) years' senior management level experience, including supervision, in directing, organizing, and coordinating the administrative activities within a division, department, or program within a public agency or private non-profit organization.
- Public speaking experience and media relations desirable.
- Must have strong and effective supervisory and communication skills.
- Any equivalent combination of education and/or experience may be acceptable.

#### **OTHER REQUIREMENTS:**

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have reliable transportation during work hours.
- Must be fingerprinted and pass pre-employment background check.
- Bilingual language fluency (Spanish/English) highly desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

#### **WORK ENVIRONMENT:**

*The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.*

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

#### **ESSENTIAL PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.*

POSITION TITLE: Program Administrator- Veterans Supportive Services				
Activity	Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting				X
Walking				X



Standing			X
Bending (neck)			X
Bending (waist)			X
Squatting		X	
Climbing	X		
Kneeling		X	
Crawling	X		
Twisting (neck)			X
Twisting (waist)			X
Is repetitive use of hand required?			X
Simple Grasping (right hand)			X
Simple Grasping (left hand)			X
Power Grasping (right hand)		X	
Power Grasping (left hand)		X	
Fine Manipulation (right hand)			X
Fine Manipulation (left hand)			X
Pushing & Pulling (right hand)		X	
Pushing & Pulling (left hand)		X	
Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



## MEMORANDUM

**To:** Personnel Committee  
*Jerry Meade*  
**From:** Jerry Meade, Assistant Director Program  
**Date:** January 7, 2026  
**Subject:** *Agenda Item 4b: Head Start & State Child Development Organization Chart and Job Descriptions – Action Item*

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The Head Start and State Child Development Division (HSSCD) is requesting approval from the Personnel Committee for proposed revisions to the organizational structure for the division. The HSSCD organizational structure attached includes title changes that align to approved job descriptions, as well as a revised center-position structure that will mirror the Head Start Program Performance Standards. Revisions are highlighted in the attached documents for quick reference.

### Summary of Proposed Changes

Below are the previously approved job descriptions that align with the proposed organizational changes. These changes are being identified to ensure full transparency to the proposed structure.

Current Title	New Title	Board Approval
Wellness and Inclusion Supervisor	Intervention Supervisor	11/24/2025
Wellness Content Area Specialist	Intervention Specialist	11/24/2025
Inclusion Content Area Specialist	Intervention Specialist	11/24/2025
Health Content Area Specialist	Health and Nutrition Content Area Specialist	11/24/2025
Nutrition Content Area Specialist	Health and Nutrition Content Area Specialist	11/24/2025
Enrollment Technician	Enrollment and Attendance Specialist	6/25/2025
Attendance Technician	Enrollment and Attendance Specialist	6/25/2025
Enrollment Specialist	Enrollment and Attendance Coordinator	6/25/2025

The positions in this next section are also reflected in the proposed organizational structure as revised but will require approval of the job descriptions. Head Start staff worked in partnership with CAPK's Human Resources division to draft and point the job descriptions. This fiscal impact will be minimal as current positions exist with the same or higher-level.

New Job Descriptions				
Former Position	New Position	Current Grade	Proposed Grade	Fiscal Impact
Maintenance Manager	Maintenance Supervisor	10 Min: \$28.39 Mid: \$35.49 Max: \$42.59	10 Min: \$28.39 Mid: \$35.49 Max: \$42.59	None ~ Budgeted at the same level
New	Associate Teacher ~ Non-Represented	N/A	5 Min: \$16.89 Mid: \$21.11 Max: \$25.34	None ~ Budgeted at a higher level

### **Center Based Structure**

The proposed center-based structure was revised to align to the Head Start Program Performance Standards as well as to support a clear succession plan for early childhood professionals to traverse from an entry level position up to a managerial role within administration. This new structure will require the development of four (4) job descriptions either as new positions or reclassifications to existing positions. Program staff will continue their collaboration with CAPK's Human Resources Division in the development of these job descriptions. They will be presented to the Personnel Committee at future meeting in the coming months.

### **Fiscal Impact and Timeframe**

These revisions are budgeted in the Head Start FY 2025-26 and FY 2026-27 budgets. The program staff have developed a transition plan for these revisions. All departments are targeted to be fully implemented prior to the beginning of the 2026-2027 school year.

### **Strategic Plan Impact**

As part of CAPK's Strategic Plan, Strategic Priority C ~ Agency Culture: CAPK seeks to be an employer of choice by fostering a learning-focused work culture that drives continuous growth, while attracting and retaining a high-quality engaged workforce. This proposal supports staff development, growth, and retention by aligning the job description with the pressing needs of the Head Start program.

### **Recommendation**

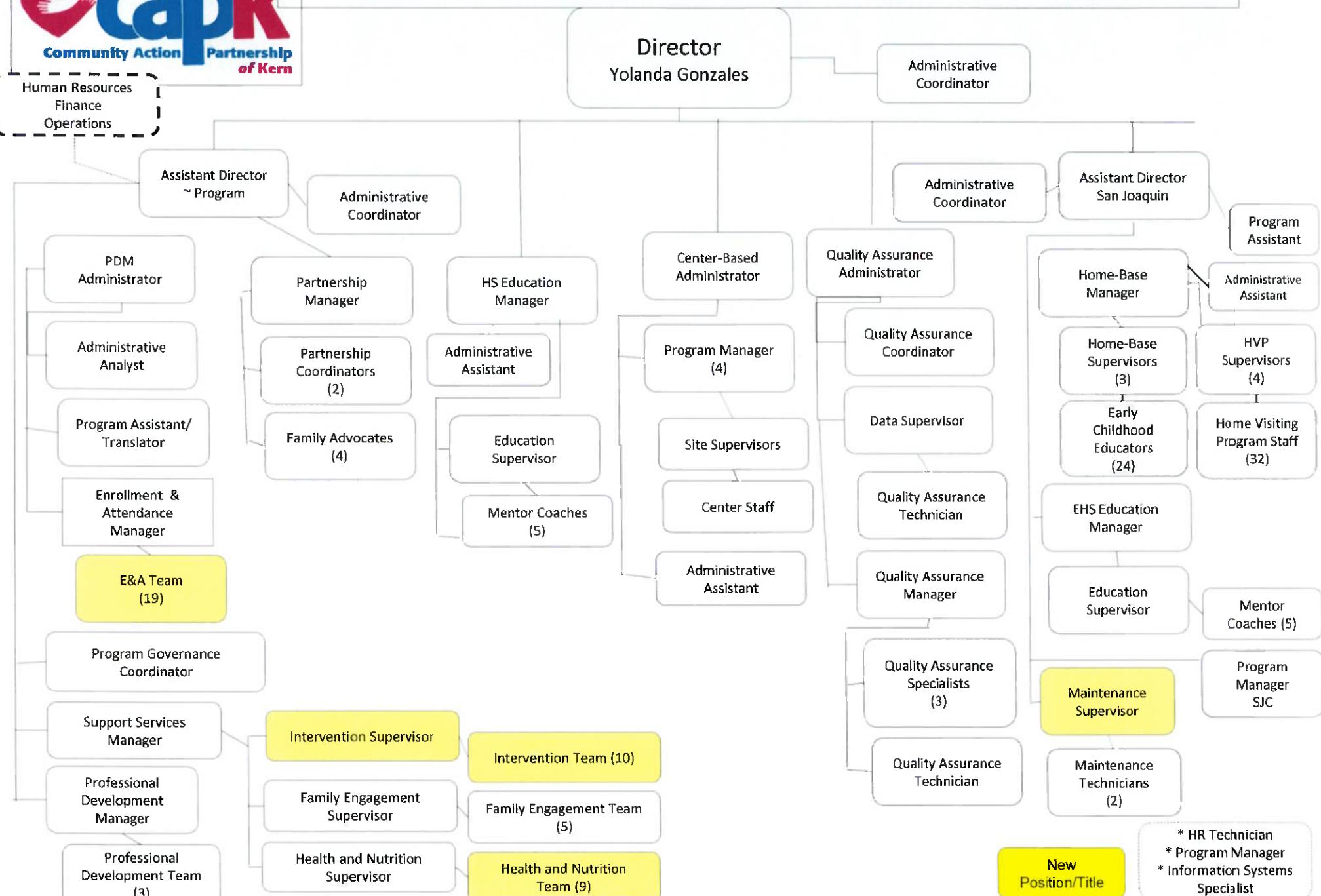
Staff recommends the Personnel Committee approve the revised Head Start and State Child Development Organizational Structure and job descriptions as presented.

#### **Attachments:**

*HSSCD Organizational Structure  
HSSCD Center-Based Organizational Structure  
Maintenance Supervisor Job Description  
Associate Teacher ~ Non-Represented Job Description*



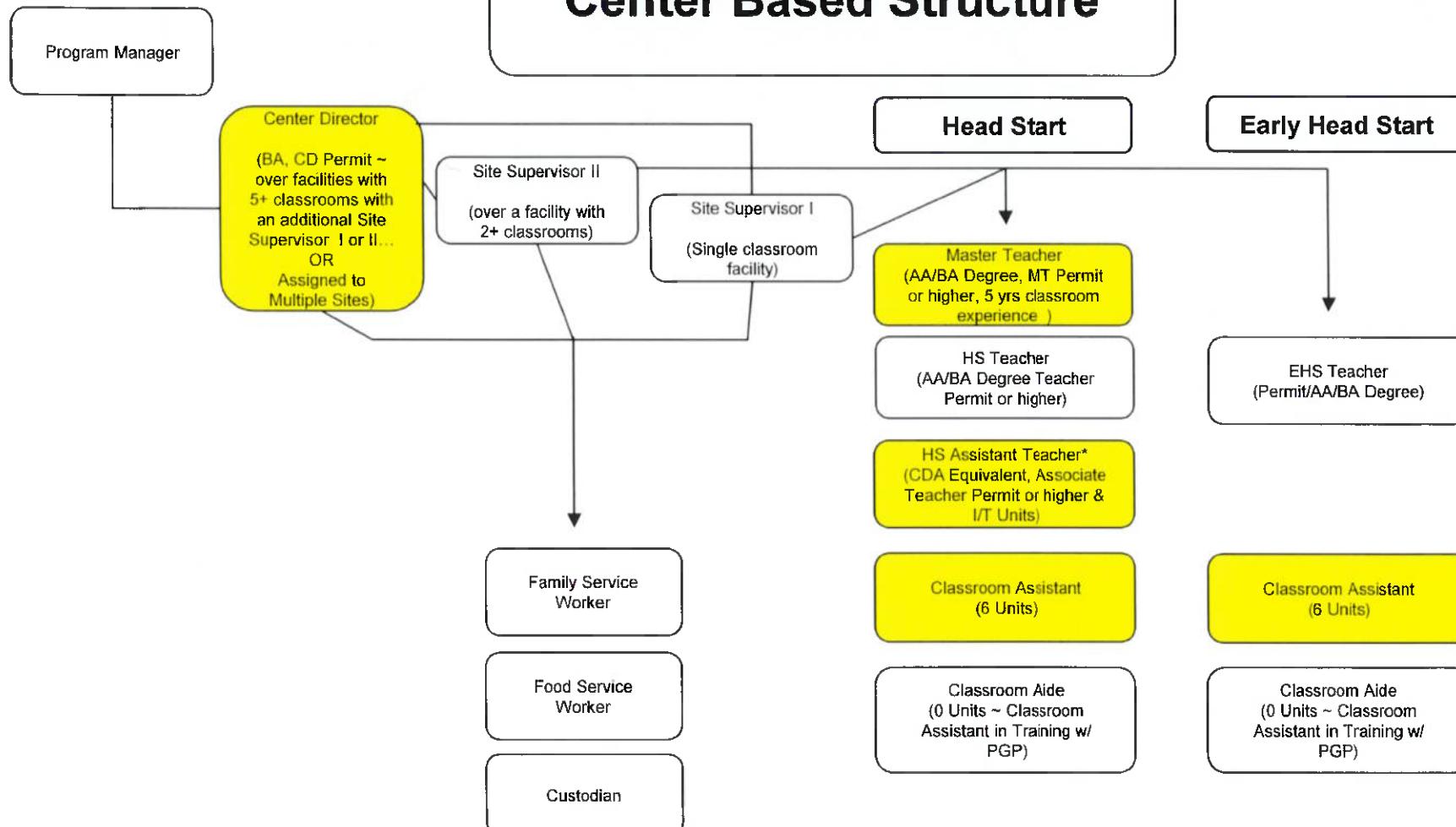
# Head Start/ State Child Development Programs



# Head Start/State Child Development Programs

Director of Head Start and State Child Development

## Center Based Structure



New  
Position/Title

- No EHS Assistant Teacher
- Associate Teacher ~ Non-Represented for SJC



## **Maintenance Supervisor- San Joaquin**

*Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.*

**Salary Range:** Grade 10

**FLSA Status:** Exempt

**Date Approved:** TBD

### **SUMMARY:**

The Maintenance Supervisor delegates assignments and ensures progress and completion of maintenance work orders. Will perform a variety of skilled and semi-skilled trades related to the construction and maintenance of buildings, grounds, and equipment. Maintains related records and ensures compliance with all required regulations.

### **SUPERVISION RECEIVED:**

Receives supervision from the Assistant Director.

### **SUPERVISION EXERCISED:**

Maintenance Technician II and I

### **DUTIES AND RESPONSIBILITIES:**

*Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.*

#### **Essential Job Specific Duties:**

- Monitor facility work orders to ensure requests are appropriately handled and resolved in a timely manner.
- Maintain status, generate, close, and input material cost and labor hours in the work order system.
- Evaluate and prioritize facilities work orders to determine assignments/scheduling.
- With the guidance of leadership, determine when projects should be contracted.
- Organize and maintain appropriate documentation for all facilities and maintenance jobs, projects, and equipment.
- Supervise staff in the performance of maintenance and construction work.
- With the assistance of Risk Management, monitor and evaluate the quality and completion of jobs.
- Coordinate and/or perform routine emergency repairs and maintenance at all sites, including evening and weekend emergency calls.
- Complete performance evaluations as required.
- Assist in the procurement of goods and services for the maintenance of all facilities.

#### **Other Job Specific Duties:**

- Conduct and attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Perform any other like duties as assigned.



### **MINIMUM QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.*

#### **Knowledge of:**

- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.
- Vehicle maintenance/repair.

#### **Ability to:**

- Handle conceptual issues.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Establish professional working relationships with staff, agencies, and parents.
- Establish priorities and organize work accordingly.
- Motivate subordinate employees.
- Interpret and implement a variety of regulatory standards and guidelines.
- Repair and maintain equipment, furniture, fixtures, facilities systems, grounds, and structures.
- Supervise employees professionally to achieve professional and organizational goals.
- Work collaboratively and effectively lead a team.

### **EDUCATION AND EXPERIENCE:**

*The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.*

- High school diploma or equivalent.
- Five (5) years of work experience in building construction and/or maintenance/repair.
- Two (2) years of supervisory experience in building and/or construction/maintenance.

### **OTHER REQUIREMENTS:**

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout. Must have reliable transportation during work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.
- Bilingual language fluency (Spanish/English) highly desirable.

### **WORK ENVIRONMENT:**

*The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.*

- Work is primarily performed indoors.



- Noise level is quiet to moderately quiet.
- Hazards are minimal.

#### **ESSENTIAL PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.*

POSITION TITLE Maintenance Supervisor- San Joaquin						
Activity	Hours Per Day		NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	
Sitting					X	
Walking					X	
Standing					X	
Bending (neck)					X	
Bending (waist)					X	
Squatting				X		
Climbing				X		
Kneeling				X		
Crawling				X		
Twisting (neck)					X	
Twisting (waist)					X	
Is repetitive use of hand required?					X	
Simple Grasping (right hand)					X	
Simple Grasping (left hand)					X	
Power Grasping (right hand)				X		
Power Grasping (left hand)				X		
Fine Manipulation (right hand)					X	
Fine Manipulation (left hand)					X	
Pushing & Pulling (right hand)				X		
Pushing & Pulling (left hand)				X		
Reaching (above shoulder level)				X		
Reaching (below shoulder level)				X		
LIFTING				CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs		X			X	
76-100 lbs		X			X	
100+ lbs	X			X		



## **Associate Teacher - Non-Represented**

*Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.*

**Salary Range:** Grade 5

**FLSA Status:** Non-Exempt

**Date Approved:** TBD

### **SUMMARY:**

The Associate Teacher will provide a safe, healthy, educational, and supervised environment for children 3-5 years of age (e.g., indoor classroom, outdoor play area). Encourages parent engagement in all aspects of the program. Promotes the social, emotional, physical, and cognitive development of children. Develops individual goals for children, provides ongoing assessments on children's progress, and facilitates transitions to kindergarten. Responsible for maintaining compliance with all applicable regulations, policies, and procedures.

### **SUPERVISION RECEIVED:**

Receives supervision from the Site Supervisor.

### **SUPERVISION EXERCISED:**

None

### **DUTIES AND RESPONSIBILITIES:**

*Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

#### **Essential Job Specific Duties:**

- Assists with the completion and maintained of children's educational records and parent/teacher conferences as required and assigned by the Teacher and/or Site Supervisor.
- Follows the three CLASS domains of effective teacher-child interactions: emotional support, classroom organization, and instructional support.
- Supervises children at all times to ensure a safe environment according to Licensing Title 22 regulations and Head Start Performance Standards.
- Reports all children's injuries to the Teacher immediately and completes the Child Accident Report for all observed incidents and submits the report to the Teacher.
- Observes and records behaviors of children to assist the Teacher and/or Site Supervisor.
- Follows a consistent schedule that meets individual needs, including small and large group experiences, choice time, music and movement, large and small motor activities, skill development, meals, and effective transitions between activities.
- Adheres to the Americans with Disabilities Act (ADA 1992), which prohibits discriminatory actions toward children and/or adults with disabilities.
- In collaboration with support staff and Local Education Agencies (LEA), ensures the delivery of services to any disabled child in accordance with the goals and objectives of the child's Individual Education Plan (IEP).
- In collaboration with the Teacher, creates, implements, and ensures that the physical environment is clean, safe, and inviting, is stimulating and conducive to learning, is respectful of the children's cultures and ethnic diversity, and reflects the needs of the children served; and space in the classroom is well organized into easily recognizable functional areas.



- Assists the Teacher in planning and implementing developmentally appropriate lesson plans that provide opportunities for children to participate in a variety of activities indoors and out, provides large group, small group, and individual activities, teacher-initiated and child-initiated activities, and integrates the educational concepts of health, nutrition, and social and emotional well-being.
- Always maintains confidentiality of records and information on children and families.
- In collaboration with teaching staff, implements appropriate transitioning activities for children.
- Encourages and supports development for staff, parents, and/or volunteers through participation in activity planning and program implementation.
- Assists center staff and parents with record keeping and planning activities.
- Works in cooperation with Mentor Coaches as assigned.
- Maintains compliance with universal precautions in the classroom, during home visits, and when administering first aid.
- Follows procedures as a Mandated Reporter to report suspected child abuse/neglect.
- Assists with parent/teacher conferences.
- Participates in requisitioning appropriate supplies and materials for the classroom.
- Participates in and/or carries out and documents monthly fire and emergency drills.

**Other Job Specific Duties:**

- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as required.
- Is proactive in the effort to recruit and enroll families that qualify for Head Start programs.
- Performs other tasks as may be required for the efficient operation of the comprehensive, integrated program.

**MINIMUM QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.*

**Knowledge of:**

- Correspondence and report writing practices and procedures.
- Current problems of socially and economically challenged families.
- The contributions of parents and volunteers who may be non-professional.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheet, database, and related software applications.

**Ability to:**

- Demonstrate good interpersonal skills.
- Work as a positive team member.
- Communicate effectively, verbally and in writing.
- Work with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Effectively present Head Start program services information to the public.
- Establish professional working relationships with staff, agencies, and parents.
- Exhibit an understanding and design of a curriculum which fosters appreciation of families, culture and language, integrates health and nutrition education, promotes language



development, art, music, and dramatic play, and develops mathematical and science concepts.

- Obtain knowledge of applicable federal, state, and local laws, codes, regulations and Agency and departmental policies and procedures.

#### **EDUCATION AND EXPERIENCE:**

*The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.*

- Must possess a valid Associate Teacher Permit or higher to meet standards established by California Commission on Teacher Credentialing.
- Must possess twelve (12) units of infant/toddler coursework or CDA credential.
- Minimum of one (1) year experience working in a state or federally funded childcare program.

#### **OTHER REQUIREMENTS:**

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted, if required by funding source or state licensing, and have such records filed with the State Department of Social Services, Community Care Licensing.
- Must have a current First Aid/ CPR Certificate or obtain one within 90 days of employment.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.
- Bilingual language fluency (Spanish/English) desirable.

#### **WORK ENVIRONMENT:**

*The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.*

- Work is primarily performed indoors.
- Noise level varies.
- Hazards are minimal.

#### **ESSENTIAL PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.*

POSITION TITLE: Associate Teacher Non-Represented				
Activity	Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting				X
Walking				X
Standing				X
Bending (neck)				X
Bending (waist)				X
Squatting			X	
Climbing		X		
Kneeling			X	
Crawling		X		
Twisting (neck)				X



Twisting (waist)			X
Is repetitive use of hand required?			X
Simple Grasping (right hand)			X
Simple Grasping (left hand)			X
Power Grasping (right hand)		X	
Power Grasping (left hand)		X	
Fine Manipulation (right hand)			X
Fine Manipulation (left hand)			X
Pushing & Pulling (right hand)		X	
Pushing & Pulling (left hand)		X	
Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



## MEMORANDUM

To: Personnel Committee

A handwritten signature in blue ink, appearing to read 'Lisa McGranahan'.

From: Lisa McGranahan, Chief Human Resource Officer

Date: January 7, 2026

Subject: *Agenda Item 4c: Open Enrollment Update – Info Item*

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The Human Resources team effectively facilitated the engagement of 968 benefit-eligible employees, offering them the opportunity to explore and choose their benefit options during the Open Enrollment period in November 2025. Below is the YOY (year over year) eligibility snapshot.

	2023	2024	2025	2026
Benefit-Eligible Employees	858	882	985	968
EE Medical Plan Enrollment	461	500	627	677

A total of 291 employees declined medical coverage, a reduction of 38 from 2025. A summary of the reasons for declining is as follows:

Reason	Total	Percentage
I am choosing to not enroll in any medical coverage	38	13%
I am participating in a state exchange plan or Medi-Cal plan	98	34%
I am participating in my parent's medical plan	14	5%
I am participating in my spouse's medical plan	103	35%
I am participating in Medicare or other retirement coverage	33	11%
Did not answer/unknown	5	2%
<b>TOTAL</b>	<b>291</b>	<b>100%</b>

A total of 50 more staff enrolled in CAPK plans over 2025 enrollment. The Kaiser enrollment increased by 159 staff.

2026	% Of Total Enrollment	EE Only	EE + Spouse	EE + Children	Family
PPO	37 5.47%	24	4	6	3
Anthem HMO	77 11.37%	50	12	9	6
Kaiser	563 83.16%	315	79	90	79

Notable changes to 2026 plans include an additional network of providers, VSP, was added to the existing vision plan offerings (under the same Ameritas plan) and Kaiser's employee contribution was reduced for 2026.



## MEMORANDUM

To: Personnel Committee

A handwritten signature in black ink that appears to read "Jerry Meade".

From: Jerry Meade, Assistant Director of Program

A handwritten signature in black ink that appears to read "Robert Espinosa".

Robert Espinosa, Program Design and Management Administrator

Date: January 7, 2026

Subject: *Agenda Item 4d: Head Start Personnel Update – Info Item*

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The Head Start and State Child Development Division remains dedicated to providing regular updates on personnel matters and their impact on the Head Start program.

For the months of November and December 2025, the following information is provided to the Personnel Committee:

- 646 Staff employed.
- 54 Vacant Positions.
- Onboard 6 new staff members.
- Seventeen (17) Resignations.
- Twelve (12) days of interviews for 9 open requisitions.

Job opportunities are continuously posted on the Head Start California website, accompanied by dedicated recruitment efforts for our direct service positions.

Attached is a document outlining the closed classrooms and current staff vacancies for both closed and open classrooms as of December 30, 2025.

**Attachment:**

*Enrollment Staffing Data Sheet*

Head Start State Child Development  
Enrollment Staffing Data Sheet

Site	Funded	Reportable Enrollment	% Enrolled	Budgeted Staffed	Currently Staffed	Staff Vacancies	% Staffed
Alberta Dillard (PY)	34	34	100%	6	6	0	100%
Alicante	20	20	100%	3	3	0	100%
Angela Martinez EHS	24	24	100%	9	9	0	100%
Angela Martinez HS	81	60	74%	9	9	0	100%
Bakersfield College	32	25	78%	9	9	0	100%
Blanton	16	13	81%	9	9	0	100%
Broadway (PY)	37	26	70%	6	6	0	100%
California City (PY)	17	20	118%	2	1	1	50%
California Street	24	25	104%	9	7	2	78%
Cleo Foran EHS	8	8	100%	3	3	0	100%
Cleo Foran HS	15	15	100%	3	2	1	67%
Delano (PY)	60	59	98%	12	12	0	100%
Escuelita Hernandez	16	16	100%	9	9	0	100%
Fairfax (PY)	34	34	100%	6	6	0	100%
Family Childcare EHS	24	33	138%	9	9	0	100%
Family Childcare HS	21	24	114%	9	9	0	100%
Garden Pathways	11	11	100%	9	9	0	100%
Gianone	16	16	100%	3	3	0	100%
Harvey L. Hall EHS	68	67	99%	27	27	0	100%
Harvey L. Hall	74	61	82%	12	12	0	100%
Heritage (PY)	17	20	118%	2	2	0	100%
Kennedy	16	16	100%	6	4	2	67%
Kennedy HS	17	0	0%	3	0	3	0%
La Plaza	24	0	0%	6	0	6	0%
Lathrop	24	22	92%	9	9	0	100%
Lathrop HS	17	15	88%	3	3	0	100%
Lodi	32	24	75%	12	12	0	100%
M. Massei	24	23	96%	9	9	0	100%
M. Massei HS	17	17	100%	3	3	0	100%
MJM EHS	16	17	106%	6	5	1	100%
MJM HS	34	40	118%	6	6	0	100%
Oasis EHS (PY)	8	6	75%	3	3	0	100%
Oasis (PY)	34	35	103%	6	6	0	100%
Pete Parra EHS	48	48	100%	15	13	1	87%
Pete Parra HS	68	76	112%	12	12	0	100%
Primeros Pasos EHS	16	16	100%	6	6	0	100%
Primeros Pasos HS	51	50	98%	9	8	1	89%
Rosamond (PY)	51	51	100%	9	9	0	100%
San Diego EHS	32	32	100%	12	12	0	100%
Shafter EHS	24	23	96%	9	9	0	100%
Shafter	17	20	118%	3	3	0	100%
Stockdale HS	41	37	90%	9	8	1	89%
Sterling EHS	64	64	100%	9	9	0	100%
Sterling HS	53	61	115%	24	22	2	92%
Sunrise Villa (PY)	17	15	88%	9	8	1	89%
Taft (PY)	51	60	118%	3	2	1	67%
Taft College	22	15	68%	9	9	0	100%
Tehachapi (PY)	15	17	113%	2	2	0	100%
Tiny Powers	8	0	0%	3	0	0	0%
Tiny Powers HS	34	10	29%	6	0	6	0%
University Park	44	0	0%	9	0	9	0%
Vineland (PY)	17	17	100%	2	2	0	100%
Virginia (PY)	17	19	112%	2	2	0	100%
Home Base Kern 160	160	149	93%	16	14	2	88%
SJC EHS HB 80	80	72	90%	8	7	1	88%
<b>Total</b>	<b>1842</b>	<b>1678</b>	<b>91%</b>	<b>357</b>	<b>316</b>	<b>41</b>	<b>89%</b>

Closed Classrooms	Funded Enrollment	Staff Vacancies
*Angela Martinez HS ~ 81		
Class D	15	0
Class E	15	2
EHS HB ~ 100		
ECE 2	10	0
ECE 9	10	1
ECE 11	10	0
Kennedy HS~ 17		
Class A	17	3
La Plaza~ 24		
Class A	12	2
Class B	12	3
SJC HB ~ 80		
Stockton 2	10	1
Stockton 3	10	0
Tiny Powers~ 8		
Class 1	8	2
Tiny Powers HS ~ 34		
Class A	17	1
Class B	17	1
University Park ~ 34		
Class A	11	1
Class B	17	1
Class C	16	3
<b>Classrooms Fully</b>	<b>Total Slots</b>	<b>Staff Vac.</b>
	<b>15</b>	<b>177</b>
		<b>19</b>
* Angela Martinez slots moved		
<b>Closed Enrollment</b>	<b>Slots</b>	<b>Staff Vac.</b>
	<b>10%</b>	<b>46.34%</b>
<b>Open Enrollment</b>	<b>90%</b>	<b>53.66%</b>

Funded Enrollment 1842 1678 91%

Active Enrollment 1665 1678 101%