



LASSEN COUNTY

Health and Social Services Department

- HSS Administration
- Public Guardian
336 Alexander Avenue
Susanville, CA 96130
(530) 251-8128
- Grant and Loans Division
1400 Chestnut Street, Ste. C
Susanville, CA 96130
(530) 251-8309
- Behavioral Health
555 Hospital Lane
Susanville, CA 96130
(530) 251-8108/8112
- Brashear Annex**
700 Brashear Street
Susanville, CA 96130
(530) 251-8112
- Patients' Rights Advocate
336 Alexander Avenue
Susanville, CA 96130
(530) 251-8322
- Public Health
1445 Paul Bunyan Road
Susanville, CA 96130
(530) 251-8183
- Environmental Health
1445 Paul Bunyan Road
Susanville, CA 96130
(530) 251-8183
- Community Social Services
1400 Chestnut Street, Ste A
Susanville, CA 96130
- LassenWORKS
Business & Career Network**
PO Box 1359
1616 Chestnut Street
Susanville, CA 96130
(530) 251-8152
- Child & Family Services**
1600 Chestnut Street
Susanville, CA 96130
(530) 251-8277
- Adult Services**
PO Box 429
1400 Chestnut Street, Ste B
Susanville, CA 96130
(530) 251-8158
- HSS Fiscal
PO Box 1180
Susanville, CA 96130
(530)251-2614

Date: February 18, 2025

To: Tom Neely, Chairman
Lassen County Board of Supervisors

From: Danielle Sanchez, Personnel Coordinator/Assistant Director
Lassen County Health and Social Services

Subject: Job Description Approval and Position Allocation for Vocational Trainee / Vocational Assistant Series within Community Social Services Department.

Background:

Lassen County Health and Social Services has historically struggled to recruit, hire and retain Social Workers within our Child and Family Services and Adult Services divisions due to educational requirements of the job classification. We have explored many ways to “grow our own” and by working with our State Partners at CalHR, we have identified a job classification that will allow us to do so.

The Vocational Trainee / Vocational Assistant Series that is attached for your review has already been presented and approved by the UPEC bargaining unit. With the Board’s approval of this classification, we will be able to recruit and hire staff that are in the process of obtaining the required education and get them on the job experience.

We currently have 8 Social Worker vacancies and would like to request to Un-Fund 4 FTE Social Worker Series positions and then Fund 4 FTE Vocational Trainee / Vocational Assistant Series positions.

Fiscal Impact:

There is no impact to the General Fund. Funds are budgeted within Community Social Services Fund/Budget Unit 120/0853 to support these positions.

Action Requested:

- 1) Approve Vocational Trainee / Vocational Assistant Job Description; and
- 2) Un-Fund 4 FTE Social Worker Series positions; and 3) Fund 4 FTE Vocational Trainee / Vocational Assistant Series positions.



COUNTY OF LASSEN
JOB DESCRIPTION

CLASS TITLE:	Vocational Trainee / Vocational Assistant	CLASS CODE	MERIT
DEPARTMENT:	Health and Social Services Agency	UNIT	UPEC
REPORTS TO:	VARIES	FLSA STATUS	Non-Exempt
BOARD APPROVAL	PENDING	RANGE	12/14

DEFINITION

The Vocational Trainee performs a variety of duties in support of public assistance and/or social service programs and related administrative functions. Incumbents work in partnership with paraprofessional and/or professional staff to provide routine clerical support to the program and supportive services to clients; and performs related work as assigned.

Working under close supervision, Vocational Trainee is the entry/trainee level in the Vocational Trainee/Vocational Assistant classification. Employees in this class receive in-service training, and are given detailed instructions in performance of a variety of support functions related to public assistance and social service programs. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Unless a position is permanently allocated to Vocational Trainee due to the nature of the work, employees are expected to promote to the Vocational Assistant after six months of satisfactory performance at the trainee level.

Working under general supervision, Vocational Assistant continues and expands the training and preparation of incumbents for other classes in the public assistance and social services area. Positions in the Vocational Assistant class are flexibly staffed and are normally filled by advancement from the lower level Vocational Trainee, or if filled from the outside, require prior related experience.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in the Vocational Trainee/Vocational Assistant classification receive close supervision from a supervisor or manager in the relevant program area.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. (All duties may not be performed by all incumbents.) Other administrative duties may be assigned.

(For Vocational Trainee, duties are performed at the entry level)

- Performs data entry transactions for case management, aid authorization, imaging, and/or statistical data maintenance
- Operates a variety of operating systems, software, or related equipment for which routines and procedures are well defined and there is limited requirement for interpretation and adaptation of instructions to support a department's programs, services, and administrative functions
- Maintains files and generates routine reports and documents using system resources
- Reviews and reconciles system information (MEDS, C-IV, CWS/CMS, CMIPS, or other automated systems); assesses and updates records; may take other corrective action as authorized
- Researches procedures, regulations, and/or technical materials as necessary



- Uses manuals, utilization guides, and All County Letters (ACL); System Change Requests (SCR), etc. to review upcoming changes to regulations, programs and systems to keep knowledge current
- Troubleshoots problems with individual records, cases or participants by applying rules and regulations; provides information to and interacts with case workers to correct issues or coordinates with the help desk to solve problems
- Coordinates with department supervisors and management in producing and maintaining files, information systems, and composing and creating reports
- Gathers data, conducts surveys, prepares reports, and develops training materials for system users. Creates spreadsheets, report formats, forms, and record maintenance systems
- Responds to a variety of public, staff, and management inquiries, providing the requisite information, or referring the requests to supervisory and staff as appropriate
- Attends meetings and represents the department at meetings with other departments and agencies for information sharing, system improvements and implementation of changes
- Assists in special projects designated by the department management
- Performs related duties as assigned

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Vocational Trainee: Range 12

No specific education or experience requirements.

Vocational Assistant: Range 14

Pattern 1: Six (6) months of full-time experience performing the duties of a Vocational Trainee;

OR

Pattern 2: Six (6) months of paid or unpaid work experience in a human services agency that provided an understanding and acceptance of clients served by the agency. software applications.

Licenses and Certifications

Possession of, or ability to obtain, a California driver's license.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Basic computer operation and programs (e.g. Word, Excel, PowerPoint, Outlook, etc.) to perform work activities properly and efficiently
- Telephone etiquette when taking and receiving phone calls
- Effective customer service principles and techniques
- Modern office equipment including multi-line phones, copiers, scanners, and/or fax machines.
- Correct English grammar, punctuation, and spelling to communicate effectively
- Filing methods to organize and manage large amounts of information



Ability to:

- Maintain confidentiality of client and departmental information encountered in the performance of all works tasks and responsibilities
- Utilize a computer to perform basic functions (e.g. compose documents, conduct internet research, email, etc.)
- Work effectively in a team environment
- Organize work and set priorities to complete assignments in a timely manner and manage one's own time to complete work independently
- Treat all those contacted in the course of work in a courteous, patient, and professional manner
- Establish rapport and make the client feel safe; maintain professional boundaries with clients
- Communicate effectively with individuals of diverse socio-economic and cultural backgrounds, as well as, individuals representing a wide diversity of ethnicities, cultures, opinions, and beliefs
- Deal effectively with clients of various ages including those with physical, developmental, and/or emotional difficulties
- Learn from on-the-job training
- Work effectively when faced with frequent interruptions
- Listen to what others are saying and ask questions as appropriate
- Recognize and work within the scope of given authority
- Adapt to ongoing procedural and technological changes
- Be patient, tactful, and diplomatic when discussing sensitive or emotional issues
- Maintain composure during emotionally stressful situations
- Speak using proper sentence structure and vocabulary to communicate with others effectively; verbally explain difficult concepts, such as regulations and procedures, to clients in easily understood language and terms
- Maintain accurate and detailed records/notes/logs and a paper filing system of client or department information
- Establish and maintain effective working relationships and communicate effectively with professionals contacted within and outside of the department
- Recognize subtle changes in behavior indicating hostility or aggression and respond accordingly; be socially perceptive and understand why others may react as they do
- Coordinate work with other paraprofessional and professional staff members
- Clearly and accurately communicate information and ideas in writing with correct English grammar, punctuation, and spelling; write clear, accurate and reports
- Type/keyboard with sufficient speed and accuracy to complete office tasks in an efficient manner
- Remain up-to-date on multiple cases with frequent updates or changes
- Verbally explain difficult concepts, such as regulations and procedures, to clients in easily understood language and terms
- Awareness and sensitivity to feelings, attitudes and trends in the community
- Ability to read and understand various work-related documents (e.g. memos, letters, reports, etc.)
- Take initiative to provide the most effective service possible within established guidelines and parameters.
- Make basic mathematical calculations including addition, subtraction, multiplication, and division.



ADDITIONAL REQUIREMENTS

Travel within and outside of Lassen County may be required for meetings and training.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is often required to travel to and make outside visits – occasionally on uneven surfaces with potential access barriers; to use hands to finger, handle, or feel; reach with hands and arms; and to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision and hearing abilities required by this job include hearing and vision adequate to observe human interaction, and vision to input and access information from a computer system.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually quiet.

ADDITIONAL INFORMATION

Government agencies accessing US government information, which include federal tax information must ensure that background investigation requirements for all agency employees and contractors that have access to federal tax information are consistent to the IRS background investigation requirements for access to federal tax information. Background requirements consist of three components which include, fingerprinting, citizenship verification and law enforcement checks. State agencies must conduct investigation during time of hire and ensure a reinvestigation is conducted 5 years from the date of the previous investigation for each employee that has access to federal tax information.