

CITY OF BERKELEY
MEETING OF THE PERSONNEL BOARD
***** NEW LOCATION *****
1301 Shattuck Avenue
Live Oak Community Center, Fireside Room
Berkeley, CA 94704
DATE: April 3, 2023 TIME: 7:00 P.M.

Secretary: Aram Kouyoumdjian, Human Resources Department
2180 Milvia Street, First Floor, Berkeley, CA 94704
(510) 981-6800 E-mail: akouyoumdjian@cityofberkeley.info

THIS MEETING IS BEING HELD IN A WHEELCHAIR ACCESSIBLE LOCATION. TO REQUEST A DISABILITY-RELATED ACCOMMODATION(S) TO PARTICIPATE IN THE MEETING, INCLUDING AUXILIARY AIDS OR SERVICES, PLEASE CONTACT THE DISABILITY SERVICES SPECIALIST AT 981-6418 (V) OR 981-6347 (TDD) AT LEAST THREE BUSINESS DAYS BEFORE THE MEETING DATE. PLEASE REFRAIN FROM WEARING SCENTED PRODUCTS TO THIS MEETING. To submit an e-mail comment during the meeting to be read aloud during public comment, email jelewis@cityofberkeley.info with the Subject Line in this format: "PUBLIC COMMENT ITEM #." Please observe a 150 word limit. Time limits on public comments will apply.

I. Call to Order **MEETING AGENDA**

II. Roll Call

III. Public Comments

ACTION ITEMS:

IV. Approval of Minutes of Meeting on March 6, 2023

V. Recommendation to Approve Petition to Modify Unit to Accrete Paramedics

VI. Request for Extension of Temporary Police Accountability Investigator

VII. Recommendation Amending the Behavioral Health Clinician I Job Class Specification

VIII. Recommendation Amending the Mental Health Nurse Job Class Specification

INFORMATION ITEMS:

IX. Employer of Choice Initiative – Discussion Only

X. Director's Report – Updates from HR Director – Discussion Only

XI. Copy of Berkeley Matters – Discussion Only

XII. Adjournment

If you are unable to attend a meeting please call 510-981-6812

Communications to Berkeley boards, commissions or committees are public record and will become part of the City's electronic records, which are accessible through the City's website. **Please note: e-mail addresses, names, addresses, and other contact information are not required, but if included in any communication to a City board, commission or committee, will become part of the public record.** If you do not want your e-mail address or any other contact information to be made public, you may deliver communications via U.S. Postal Service or in person to the secretary of the relevant board, commission or committee. If you do not want your contact information included in the public record, please do not include that information in your communication. Please contact the secretary to the relevant board, commission or committee for further information. **SB 343 Disclaimer:** Any writings or documents provided to a majority of the Commission regarding any item on this agenda will be made available for public inspection at the Human Resources Department located at 2180 Milvia Street, First Floor, Berkeley CA.

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DATE: March 6, 2023 TIME: 7:00 P.M.

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2180 Milvia Street, First Floor, Berkeley, CA 94704
(510) 981-6800 E-mail: akouyoumdjian@cityofberkeley.info

MEETING MINUTES

I. Call to Order 7:02 P.M.

II. Roll Call

Members Present: Robert Dixon (Chair), Maya Karpinski, Mary Kay Lacey, Nic O'Loughlin, Jenny Wenk, Darryl Bartlow (Late)

Members Absent: Aviva Gilbert (Vice Chair)

Staff Present: Aram Kouyoumdjian (Director of Human Resources); Monica Walker (Human Resources Manager); Jessica Lewis (Human Resources); Joy Brown (PW Operations Manager)

Public Attendance: None

III. Public Comments

Cordell Hindler: For the next agenda, the Personnel Board should schedule a retreat to go over the expectations for 2023. I am also in full support of the classifications on the agenda.

In this portion of the agenda, the Chair requested that City Council's Employer of Choice action item be added to the next agenda; the Chair also indicated that he would invite the City Auditor to a future meeting to discuss her recruitment/retention audit.

ACTION ITEMS:

IV. Approval of Minutes of Meeting on February 6, 2023

Action: MSC: (Wenk/Lacey) to approve the minutes of the meeting on February 6, 2023.

Vote: Ayes: Dixon, Karpinski, Lacey, O'Loughlin, Wenk
Noes: None
Abstains: None
Absent: Bartlow, Gilbert

V. Request for Extension of Temporary Animal Services Assistant

Action: MSC: (Wenk/O’Loughlin) to approve the Request for Extension of Temporary Animal Services Assistant.

Vote: Ayes: Dixon, Karpinski, Lacey, O’Loughlin, Wenk
Noes: None
Abstains: None
Absent: Bartlow, Gilbert

VI. Recommendation to Create New Classifications of Electrical Supervisor and Communications Supervisor in Public Works, Facilities Division (International Brotherhood of Electrical Workers Union - IBEW)

Action: MSC: (Lacey/Wenk) to approve the Recommendation to Create New Classifications of Electrical Supervisor and Communications Supervisor in Public Works, Facilities Division (International Brotherhood of Electrical Workers Union - IBEW)

Vote: Ayes: Dixon, Karpinski, Lacey, O’Loughlin, Wenk
Noes: None
Abstains: None
Absent: Bartlow, Gilbert

INFORMATION ITEMS:

VII. Remote Participation Under AB 2449 – Discussion Only

VIII. Director’s Report – Updates from HR Director – Discussion Only

The director’s updates included the first phase of the Employer of Choice initiative, changes to the City’s COVID policies, and intended revisions to the Training plan for the City workforce.

IX. Copy of Berkeley Matters – Discussion Only

X. Adjournment 8:03 PM



Human Resources Department

April 3, 2023

To: Members of the Personnel Board
From: Aram Kouyoumdjian, Human Resources Director
Subject: Recommendation to Approve Petition to Modify Unit to Accrete Paramedics

Background

A. The Petition

On March 20, 2023, the Berkeley Firefighters Association, Local 1227, International Association of Firefighters (BFFA) filed a petition in accordance with Section 6 of Resolution No. 43,397-N.S., to be certified as the recognized employee organization of the Paramedic classification which is a new classification established by the City of Berkeley (City) in January 2023 and is currently unrepresented. In addition, although the classification has a community of interest similar to those already represented by BFFA, the petition requests for this classification to be known as the Berkeley Fire Department Emergency Medical Services (EMS) Professionals which will have a separate memorandum of understanding.

B. Signature Cards

BFFA provided the City with ten (10) signed signature cards, which represent 100% of the employees currently employed in the Paramedic classification. It has been verified that the signature cards turned in to the City are from employees in the classification of Paramedic.

C. Procedure for Evaluation and Approval of Petition

Pursuant to the City of Berkeley's Employer-Employee Relations Ordinance (EERO), adopted by the City in Resolution No. 43,397-N.S. in 1969, when an employee organization has been designated by 75% or more of the employees in the proposed representation unit, no public hearing shall be held unless requested with fifteen (15) days from the filing of the petition. Using March 20, 2023 as the official filing date, the fifteen (15) day period to request a hearing will expire on April 4, 2023. Accordingly, the City has placed this item on the April 4, 2023 Personnel Board agenda for evaluation and approval, and the Board may proceed to adopt the recommended action unless a timely request for hearing is received.

Under Government Code section 3507.1(c) (enacted in 2001, subsequent to the City's 1969 resolution), the City shall grant exclusive recognition to an employee organization based on authorization cards verifying the exclusive or majority status of the employee organization. Although Resolution No. 43,397-N.S. refers to an election to confirm the employees' wishes, the later-enacted state law allows the City to proceed to recognition based on the signature cards, without the necessity of holding an election.

D. Summary of Paramedic Duties

Under general supervision, these employees provide emergency medical services response, performing all duties required to effectively respond to emergency medical situations at the advanced life support level. Incumbents may be assigned to an ambulance or other specialized response unit typically in two-person crews.

E. Recommendation

The Personnel Board is recommended to approve BFFA's petition to accrete the Paramedic classification into their representation unit.

Cc: Dawud Brewer, Employee Relations Manager; Monica Walker, Human Resources Manager

Attachments:

A. March 20, 2023 Petition for Certification

B. Resolution No. 43, 397-N.S.

Attachment A: March 20, 2023 Petition for Certification

**PETITION FOR CERTIFICATION AS THE RECOGNIZED ORGANIZATION
FOR A SPECIFIED REPRESENTATION UNIT**

Resolution No. 43,397 N.S., Section 6

In accordance with Section 6 of Resolution No. 43,397 N.S., I, Amory Langmo, President of Berkeley Firefighters Association, Local 1227, International Association of Fire Fighters (BFFA), submit this Petition with the Director of Personnel that the BFFA should be certified as the recognized employee organization for a bargaining unit consisting of Berkeley Fire Department Emergency Medical Services (EMS) Professionals.

a. Name of employee organization:

Berkeley Firefighters Association, Local 1227, International Association of Fire Fighters.

b. Names and addresses of principal officers and/or representatives of the employee organization:

Amory Langmo, President
Matt George, 1st Vice President
Dave Gabriner, 2nd Vice President
Adam Cooke, Treasurer
Andrew Arrindell, Secretary
Kamran Mustafa, Director
Ian Breunig, Director
Jon Fischer, Director
Haakon Langmo, Director
Carols Rodriguez, Director

c. Description of the general composition of the representation unit proposed:

Under general supervision, these employees respond to medical emergencies, and other emergency and non-emergency situations and take appropriate action. These employees also perform various staff support assignments in addition to normal emergency response activities and perform related work as assigned. This is a journey level class, fully competent to responsibly provide emergency medical services responses and perform all

duties required to effectively respond to emergency medical situations at the advanced life support level. Incumbents may be assigned to an ambulance or other specialized response units typically in two-person crews.

d. Statement by the employee organization:

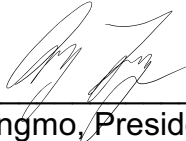
Berkeley Firefighters Association, Local 1227, International Association of Fire Fighters, has been designated by at least thirty percent (30%) of the employees in the proposed representation unit.

e. Statement by the employee organization:

Berkeley Firefighters Association, Local 1227, International Association of Fire Fighters (“BFFA”), has no restriction on membership based on race, color, creed, sex, or national origin. BFFA has a positive program for making members of minority groups aware of employment opportunities within its jurisdiction. BFFA will work with the City Manager to increase recruitment of such minorities in the City service.

I, Amory Langmo, President of the BFFA, hereby certify that the attached list of Berkeley Fire Department Emergency Medical Services (EMS) Professionals are members of the BFFA. In addition, more than 30% of said Fire Department Emergency Medical Services (EMS) Professionals have previously submitted signed cards authorizing the BFFA as their representative.

Respectfully Submitted,



Amory Langmo, President,
Berkeley Firefighters Association, Local 1227,
International Association of Fire Fighters

03/20/2023

Date

**LIST OF CITY OF BERKELEY FIRE DEPARTMENT
EMERGENCY MEDICAL SERVICES (EMS) PROFESSIONALS
AS BFFA MEMBERS**

1. Adrian Christen
2. Megan Guidry
3. TylerJorgensen
4. Cameron Kvech
5. Isaac McKean
6. Alyssa Nichols
7. Gregg Pauly
8. Jonathon Ruhe
9. Zachary Rose

Attachment B: Resolution No. 43, 397-N.S.

RESOLUTION NO. 43,397 - N. S.

ADOPTING RULES AND REGULATIONS FOR A MINISTRATION OF EMPLOYER-EMPLOYEE RELATIONS.

BE IT RESOLVED by the Council of the City of Berkeley as follows:

The following rules and regulations for administration of employer-employee relations in the City of Berkeley pursuant to the Meyers- Miliias-Brown Act (Government Code Sections 3500 - 3511), hereinafter referred to as the Act, are hereby adopted:

Section 1. Definitions

As used in this resolution:

- a. "Employee organization" and "recognized employee organization" shall be as' defined in Section 3501 of the Act.
- b. "Managerial employee" is the City Manager, Assist- ant City Manager, Assistant to the City Manager, department heads and those who are authorized to act in their place and stead in their absence, and all employees who are assigned to supervise or direct the work or program of any division of any department.
- c. "Confidential employee" is any employee having a confidential relationship to any managerial employee with respect to employer-employee relations.
- d. "Personnel Board" is the Personnel Board of the City of Berkeley.

Section 2. City Responsibilities and Rights

To insure that the City is able to carry out its statutory functions and responsibilities, the following matters will not be subject to the meet and confer process, but shall be within the exclusive discretion of the City: the right to direct the work force; to select and determine the number and types of employee required; to determine the content of job classifications; to hire, transfer, promote, suspend, discipline and discharge employees; to assign work to employees in accordance with the requirements determined by the City; to establish and change work schedules and assignments; to lay off employees for lack of work; to expand or diminish services; to subcontract any work or operations; to determine and change methods of operations; to determine and change work locations and the processes and materials to be employed; to take all necessary actions to perform its functions in emergencies. Notwithstanding the foregoing, employees and authorized representatives of employees may meet and confer with the City Manager regarding the practical consequences resulting from the exercise of such rights and responsibilities by the City.

Section 3. City Representative

The City Manager or his designated representative or representatives shall be the City's representative in employer-employee relations.

Section 4. Peace Officers

Peace officers, as that term is defined in Section 830.1 of the the California Penal Code, shall not join or participate in any employee organization except an employee organization which is composed solely of such peace officers, which concerns itself solely and exclusively with the wages, hours, working conditions, welfare programs and advancement of the academic and vocational training in furtherance of the police profession, and which is not subordinate to any other organization.

Section 5. Representation Unit

A representation unit is a grouping of employees that may appropriately be represented by a single employee organization. Representation units shall be designated by the Personnel Board in the manner hereinafter specified. In making such designation, consideration shall be given to such features as internal and occupational com - munity of interest, history of representation, and the effect of the representation unit on the efficient operation of the City and sound employer-employee relations.

The following limitations shall apply:

- a. No class of position and no employee shall be included in more than one representation unit.
- b. Managerial employees and confidential employees shall not be included in a representation unit including other types of employees.
- c. Peace officers shall not be included in a representation unit containing employees who are not peace officers.
- d. Professional employees shall have the right not to be included in a representation unit containing nonprofessional employees.
- e. Employees not having probationary or permanent status shall not be included in a representation unit containing employees having probationary or permanent status.

Section 6. Petition for Certification

An employee organization may file a petition with the Director of Personnel to be certified as the

recognized employee organization for a specified representation unit. The petition shall contain;

- a. Name of employee organization.
- b. Names and addresses of principal officers and/ or representatives of the employee organization.
- c. Description of the general composition of the representation unit proposed.
- d. A statement by the employee organization to the effect that it has been designated as a representative by at least thirty percent (30%) of the employees in the proposed representation unit.
- e. A statement that the employee organization has no restriction on membership based on race, color, creed, sex, or national origin, that it has a positive program for making members of minority groups aware of employment opportunities within its jurisdiction, and that it will work with the City Manager to increase recruitment of such minorities in the City service.

The petition shall be accompanied by satisfactory evidence that the employee organization has in fact been designated by thirty percent (30%) or more of the employees in the proposed representation unit. Such evidence may be either in the form of signed cards authorizing such representation or of a list of members of the employee organization certified by the officers of the employee organization. Such evidence shall be for the confidential use of the Personnel Board.

Section 7. Public Hearing

Not less than fifteen (15) nor more than forty-five (45) days after the filing of the petition for certification, the Personnel Board shall hold a public hearing thereon. At least ten days prior to the date of such public hearing, written notice thereof shall be given by the Director of Personnel to the petitioning employee organization and to all other persons and organizations who have theretofore filed with the Director of Personnel a written request to receive such notice. At said public hearing, all persons having an interest in the matter shall be heard. Any public hearing may be continued from time to time.

In the event that the employee organization has been designated by seventy-five percent (75%) or more of the employees in the proposed representation unit, no public hearing shall be held unless within fifteen (15) days after the filing of the petition for certification a public hearing is requested by the City Manager, any affected employee or any organization having an interest in the matter.

Section 8. Action by Personnel Board

Within ten (10) days after conclusion of the public hearing, or if no public hearing is held then

within twenty (20) days after the filing of the petition for certification, the Personnel Board shall make its determination concerning the designation of the representation unit. In making such determination the Personnel Board may either:

- a. Designate as a representation unit the proposed representation unit or the proposed representation unit with such modifications as are deemed appropriate by the Personnel Board; or
- b. Designate one (1) or more representation units which vary from the proposed representation unit on the basis that such unit or units resolve conflicting claims, better reflect a community of interest, or for reasons of administrative feasibility; or
- c. Dismiss the petition on the grounds of insufficient showing of representation, or because the proposed representation unit includes managerial employees or confidential employees with non-managerial or non-confidential employees, or because the proposed representation unit is not deemed by the Personnel Board to be an appropriate representation unit.

Section 9. Election

- a. If one (1) or more representation units have been designated, within thirty (30) days after such designation a secret election shall be conducted among the employees of the designated representation unit or units to determine the wishes of employees as to representation. Such election shall be conducted by the Director of Personnel in accordance with procedures approved by the Personnel Board.
- b. Any employee organization other than the petitioning employee organization may intervene for the purpose of having its name listed on the ballot used in such election, provided it submits to the Director of Personnel a request to be included, together with evidence as provided in Section 6 above that it represents at least ten percent (10%) of the employees in the designated representation unit.
- c. The ballot shall list by name the petitioning employee organization and any intervening employee organization qualifying under b. above and shall give employees the choice among each of these or of not being represented. In case a majority of the valid votes cast are for any one (1) employee organization, the name of such employee organization shall be forwarded to the City Manager for certification as the recognized employee organization for the specified representation unit. If a majority of votes cast are in favor of not being represented then no employee organization shall be certified. If no choice receives a majority of votes, then the Director of Personnel shall, within fifteen (15) days following the election conduct a runoff election between the two highest choices (that is, either between two employee organizations, or one employee organization and no representation).
- d. Within five (5) days after the election, or runoff election if one is held, allegations that the

election was improperly conducted may be filed with the Director of Personnel by any interested party. If the Personnel Board after a public hearing determines that such allegations are justified, it shall order a new election within thirty (30) days after such determination.

Section 10. Certification

The City Manager shall certify the employee organization chosen at the election as the recognized employee organization for the specified representation unit.

Section 11. Modification of Designated Representation Unit; Decertification; Certification of New Employee Organization

- a. A petition for modification of a designated representation unit, decertification of a recognized employee organization or certification of a new employee organization may be filed with the Director of Personnel during the period from September 1 to October 31 in any year, provided that at the time of such filing one (1) year has elapsed from the date of certification of the recognized employee organization for the representation unit in question.
- b. Such petition may be filed by
 - (1) The recognized employee organization as a disavowal of interest or for modification of the existing representation unit. In the event the petition requests an enlargement of the representation unit, the petition shall be accompanied by authorization cards signed by at least thirty percent (30%) of all employees in the new group proposed to be added; or
 - (2) Another employee organization, provided the petition is accompanied by authorization cards signed by at least thirty percent (30%) of all employees in the currently designated representation unit; or
 - (3) Any group of employees consisting of at least thirty percent (30%) of all employees in the representation unit; or
 - (4) The City Manager for reasons related to substantial changes in City functions, organizational structure, or job classifications.
- c. Such petitions shall be handled in the same manner as petitions filed pursuant to Section 6.

Section 12. Duty to Represent

Every recognized employee organization shall have the duty to represent fairly all employees

within its representation unit.

In the exercise of this duty, it shall not discriminate on the basis of organizational membership, race, color, creed, sex, or national origin.

Section 13. Non-Recognized Employee Organizations

Nothing in this resolution shall prevent any employee organization which does not seek recognition as a recognized employee organization from representing the members of such employee organization before the Personnel Board, City Manager and City Council with respect to wages, hours and other terms and conditions of employment, but in such case the meet and confer process will not be followed.

Copies sent 10/20/69

To:

Personnel

City Manager

RESOLUTION

No 43,397 N.S.

Adopted by the Council of the City of Berkeley by the following vote:

Ayes: Councilmen DeoBonis, May, McLaren, Price, Sweeney, Single, and President Johnson

Noes: None

Absent: Councilmen Dellums and Widener

Attest

City Clerk and Clerk of the Council

Mayor and President of the Council



Human Resources

Date: April 3, 2023
To: Members of the Personnel Board
From: Aram Kouyoumdjian, Director of Human Resources
Subject: Request for Extension of Temporary Police Accountability Investigator

BACKGROUND

The City of Berkeley Human Resources Department and the Office of Police Accountability request a six-month extension of the temporary appointment of Beneba Thomas, who has been working as temporary, unbenefited Police Accountability Investigator in the office of the Police Accountability Director since April 12, 2022.

DISCUSSION

Beneba Thomas was hired on April 12, 2022, on a temporary basis at 40 hours per week in an effort to provide coverage for the department due to the retirement of the only Investigator in the department. We are requesting an extension of her 40 hours per week temporary appointment for up to an additional six months to end on October 12, 2023, in order to maintain basic operations of investigations until the permanent Police Accountability Investigator is hired. Currently, the candidate is undergoing a pre-employment background investigation which is slated to be completed within the next few months.

SALARY

The fiscal impact is \$89,030, representing six additional months of salary, which is mitigated by salary savings from the vacancy of the Career Police Accountability Investigator position that is currently in the process of being filled.

RECOMMENDATION

The Personnel Board is requested to approve the six-month extension of the temporary appointment of Beneba Thomas to end on October 12, 2023.



Human Resources

Date: April 3, 2023

To: Members of the Personnel Board

From: Aram Kouyoumdjian, Director of Human Resources

Subject: Recommendation Amending the Behavioral Health Clinician I Job Class Specification

BACKGROUND

The City of Berkeley Human Resources Department and Health, Housing, and Community Services (HHCS) Department seek to revise the job class specification of Behavioral Health Clinician I. Current regulations and statutes, as well as input from staff of the Mental Health Division of HHCS, were considered in revising this classification.

DISCUSSION

Health, Housing, and Community Services (HHCS) holds the responsibilities of an independent local health jurisdiction and is tasked with addressing public health prevention and emergencies as well as the physical health, mental health, and basic needs of those most vulnerable in the Berkeley community. In addition to the Office of the Director, the department's five divisions include Public Health, Mental Health, Housing and Community Services, Environmental Health, and Aging Services.

The Mental Health Division provides a range of community-based mental health services to Berkeley residents, including eligible adults, children, youth, and their families. Services focus on low-income residents and unhoused people with severe mental illnesses. Staff provide counseling and case management services with the goal of helping people better manage their mental health symptoms, obtain and maintain housing and other community resources, and move forward in their recovery.

Services are provided by a range of positions ranging from Social Services Specialists, Behavioral Health Clinician I-s, Behavioral Clinician II-s, and Senior Behavioral Health Clinicians. Employees in the Behavioral Health Clinician I (BHCI) job classification possess Master's degrees ranging from Social Work, Counseling, Psychiatric Nursing, or other Marriage and Family Therapy, or a doctorate degree in Psychology, and perform supervised therapy towards earning their licensure as a Clinical Social Worker, Marriage and Family Therapist, or Psychologist, at which time they would qualify for a reclassification to a Behavioral Health Clinician II through a non-competitive personnel action as outlined in the City of Berkeley Personnel Rules and Regulations [Attachment 6].

In addition to the 3,000 hours of supervised therapy needed to obtain licensure, candidates need to pass a test administered by the State of California. As the job class specification currently stands, they "must secure a license as a Clinical Social Worker, Marriage and Family Therapist, or Psychologist, as provided for by California state law within four years from date of hire, **or be subject to termination.**"

There are many factors that may prevent the earning of this license, including not being able to either pass the State test or earn the requisite number of supervised therapy hours in the timeframe allotted by the current job classification. At that point, HHCS becomes at risk of losing valuable employees who have served the mental health needs of the Berkeley community for four years, and valued employees are at risk of being demoted or terminated.

Our recommendation is to remove the requirement to obtain licensure within four years, and instead replace it with the requirement to be **registered** as an Associate Marriage and Family Therapist (AMFT), Associate Clinical Social Worker (ACSW), and/or Associate Professional Clinical Counselor (APCC) with the State of California Board of Behavioral Sciences (BBS). This change to requiring registration would still allow BHCIs to administer supervised therapy and serve the Berkeley community but remove the time pressure of having to achieve licensure within four years. In addition to the proposed change to licensure, Human Resources and HHCS also revised and updated examples of duties that reflect work currently being performed by existing Behavioral Health Clinician I employees.

Market data shows similar requirements across neighboring municipalities for **registration** in lieu of licensure. The County of Alameda requires possession of a valid registration as an Associate Social Worker, Marriage and Family Therapist Intern, or Psychological Assistant from the applicable licensing authority (California Board of Behavioral Sciences or California Board of Psychology) [Attachment 7]. The City and County of San Francisco requires possession of a valid license as an LCSW, LMFR, LPCC, or valid registration as an Associate Clinical Social Worker, Associate Marriage and Family Therapist, or Associate Professional Clinical Counselor I as issued by the California Board of Behavioral Sciences (BBS) [Attachment 8]. Contra Costa County allows possession of a Master's degree in psychology or closely related behavioral science field from an accredited college or university, and registration with the State of California, Board of Behavioral Sciences as an Associate Marriage and Family Therapist (AMFT), Associate Clinical Social Worker (ASW), or Associate Professional Clinical Counselor (APCC); or a doctorate in Psychology, but as a condition of continued employment, incumbents hired with either an AMFT, ASW, APCC, or a doctorate in Psychology must obtain status as an LCSW, LMFT, LPCC, or a licensed Psychologist issued by the State of California Department of Consumer Affairs, Board of Psychology, within the time periods established by the licensing agencies [Attachment 9].

SALARY

There is no salary impact.

RECOMMENDATION

The Personnel Board is requested to approve the following: Revise job class specification of Behavioral Health Clinician I as outlined above.

Attachments

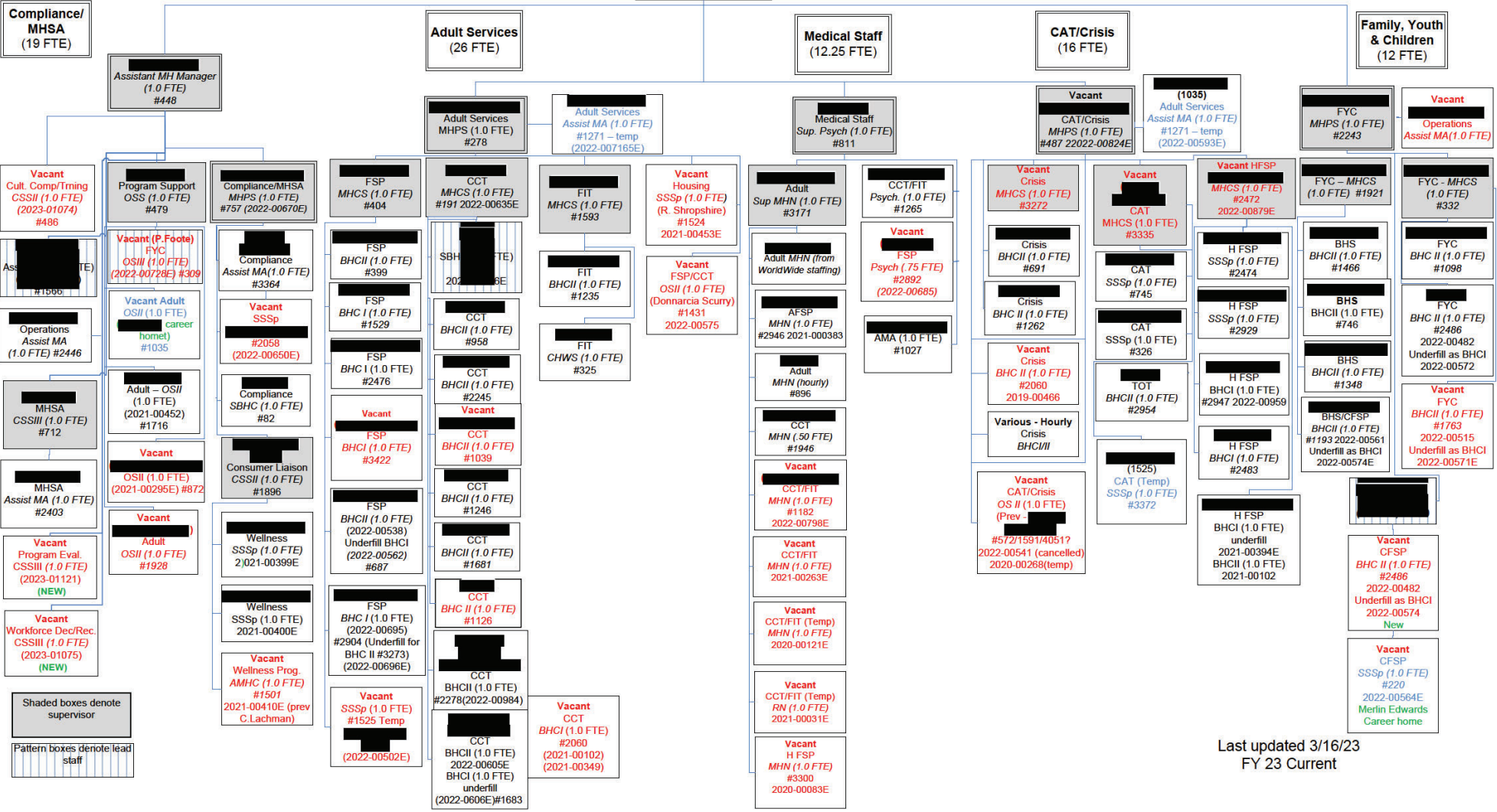
1. Organizational Chart – Health, Housing, and Community Services Department
2. Job Class Specification with Proposed Revisions – Behavioral Health Clinician I
3. Job Class Specification – Social Services Specialist
4. Job Class Specification – Behavioral Health Clinician II
5. Job Class Specification – Senior Behavioral Health Clinician

6. City of Berkeley Personnel Rules and Regulations Section 9.03 *"Promotion Through a Non-Competitive Personnel Action"*
7. Job Class Specification – County of Alameda (Behavioral Health Clinician I)
8. Job Class Specification – City and County of San Francisco (Behavioral Health Clinician)
9. Job Class Specification – Contra Costa County (Mental Health Clinical Specialist)

cc: Monica Walker, Human Resources Manager

**Health, Housing & Community Services Department
Mental Health Division
Fiscal Year 2023 – 95.25 FTE**

Division Manager
(1.0 FTE)
#1054



Shaded boxes denote supervisor
Pattern boxes denote lead staff

Last updated 3/16/23
FY 23 Current

Attachment 2: Job Class Specification with Proposed Revisions – Behavioral Health Clinician I

Behavioral Health Clinician I

Bargaining Unit: Service Employees International Union, Local 1021
(Comm Svcs & PT Rec Leaders)

Class Code:
2058

CITY OF BERKELEY
Established Date: May 2, 2014
Revision Date: May 2, 2014

SALARY RANGE
\$41.55 - \$48.73 Hourly
\$3,324.00 - \$3,898.40 Biweekly
\$7,202.00 - \$8,446.53 Monthly
\$86,424.00 - \$101,358.40 Annually

DESCRIPTION:

DEFINITION

Under direct supervision provides a variety of community behavioral health services to clients and to the community in an outpatient setting; handles complex or difficult client cases; performs related work as assigned.

CLASS CHARACTERISTICS

This is an entry-level class in the Behavioral Health Clinician series with incumbents expected to perform a wide range of community behavioral health services under direct supervision. Responsibilities include conducting assessments, performing case coordination, care management, and rehabilitative services, providing diagnoses and treatment plans, providing psychotherapy, and preparing reports, case summaries and other forms required to maintain a case within the clinic. Supervision and consultation are received from Senior staff and other Mental Health supervisory staff. This class is distinguished from Behavioral Health Clinician II in that the latter works with greater independence and may lead intake and crisis teams.

EXAMPLES OF DUTIES:

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification, or is similar or closely related to another duty statement.

- Provides direct and indirect behavioral health services in outpatient clinics, home settings and with diverse community agencies and groups; may function as a member of a multi-disciplinary team for handling of scheduled and unscheduled clients;
- Performs initial client assessments and develops and carries out treatment plans for a wide range of assigned child and adult clients; **and completes all required documentation to meet compliance standards**, including case management, care coordination, and rehabilitative services for the chronically mentally ill; **provides case management services to clients/family who present with felt needs or connection to other community-based resources and/or older adults and/or Shelter+Care voucher participants who may demonstrate severe cognitive decline and/or mental illness;**
- Provides individual, group, and family therapy and crisis intervention to those experiencing life crisis and serious mental disorders; **conducts crisis mental health evaluations to clients who present with a need for a 5150/5585 evaluation.**

- Accepts "on-duty" assignments for emergency screening and follow-up on unscheduled clients; evaluates and signs commitments for clients requiring hospitalization after consultation from senior staff; provides evaluation and referral for court defendants;
- Attends case conferences to review client cases and resolve difficult therapeutic problems; **coordinates care with other providers supporting the clients/families on their caseload.**
- **Makes referrals to medication services, as needed.**
- Conducts behavioral health workshops for schools, other agencies, and the public; consults with and serves as a liaison with community agencies and other mental health programs and services to evaluate community mental health needs and services; **attends local and regional housing coordination, program operation, and other partner collaborative meetings on a weekly or monthly basis** performs community outreach to identify mental disorders;
- Maintains detailed client records and documentation on client visits; prepares a variety of reports for City Mental Health Management review;
- Maintains current knowledge of mental health topics and issues;
- Performs related duties as assigned.

~~WHEN ASSIGNED TO MENTAL HEALTH (encompasses youth and family):~~

- ~~- **Conducts initial clinical assessments for clients referred to them for care and completes all required documentation to meet compliance standards.**~~
- ~~- **Provides individual and family therapy to referred clients to support the reduction of mental health symptoms.**~~
- ~~- **Conducts crisis mental health evaluations to clients who present with a need for a 5150/5585 evaluation.**~~
- ~~- **Provides case management services to clients/family who present with felt needs or connection to other community-based resources.**~~
- ~~- **Makes referrals to medication services within FYC, as needed.**~~
- ~~- **Coordinates care with other providers supporting the clients/families on their caseload.**~~
- ~~-~~

WHEN ASSIGNED TO AGING SERVICES:

- **Provides case management services to older adults and/or Shelter+Care voucher participants who may demonstrate severe cognitive decline and/or mental illness;**
- ~~- **Maintains regular and detailed case management encounter records on web-based case management software**~~
- **Attends local and regional housing coordination, program operation, and other partner collaborative meetings on a weekly or monthly basis** [Please add specific duties]

KNOWLEDGE AND ABILITIES:

Note: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

Knowledge of:

Principles, practices, and methods of community mental health treatment including interviewing, assessment, individual, marriage, child, family, and group counseling and crisis intervention;
 Adult and child psychology, including development and psychopathology; characteristics and types of mental disorders;
 Applicable city, state, and federal guidelines, and laws affecting mental health treatment services and reporting procedures;
 Community mental health resources and services, and other health, financial, social, recreational, cultural, housing, and legal advocacy services.

Ability to:

Assess client mental health status, develop effective treatment plans, and make appropriate referrals;
Provide on-going therapeutic support and counseling for individuals, groups, and families;
Coordinate treatment with other community agencies and services;
Perform crisis intervention as necessary;
Provide case management and rehabilitative services to the chronically mentally ill;
Prepare complete and detailed documentation of client visits and other required reports including charting audits and approval of ~~clients~~client's treatment plans;
Conduct behavioral health educational programs and workshops;
Understand cultural background as it relates to treatment;
Establish and maintain effective working relationships with other clinicians, City staff, community health, or other referral agencies and the public.

MINIMUM QUALIFICATIONS:

A TYPICAL WAY OF GAINING THE KNOWLEDGE AND SKILLS OUTLINED ABOVE IS:

A master's degree from an ~~n~~ ~~reeognized-accredited~~ school ~~of in~~ Social Work, Counseling, Psychiatric Nursing, or other Marriage and Family Therapy eligible discipline, or a doctorate degree in Psychology, with field placement of at least one (1) year in a medical, psychiatric, or community mental health setting.

LICENSE

Registration as an Associate Marriage and Family Therapist (AMFT), Associate Clinical Social Worker (ACSW), and/or Associate Professional Clinical Counselor (APCC) with the State of California Board of Behavioral Sciences (BBS).

~~Must secure a license as a Clinical Social Worker, Marriage and Family Therapist, or Psychologist, as provided for by California state law within four years from date of hire, or be subject to termination.~~

OTHER REQUIREMENTS

Must be able to travel to various locations within and outside of Berkeley to meet program needs and to fulfill the job responsibilities. When driving on City business, incumbents must have a valid California driver's license as well as a satisfactory driving record.

CLASSIFICATION HISTORY:

Behavioral Health Clinician I	
Classification Code	2478
Classification Established	4/2014
FLSA Status	Non-Exempt
Admin Leave/Overtime	Overtime
Representation Unit	G1
Probationary Period	6 Months
Workers' Comp Code	8810



Behavioral Health Clinician II

Class Code:
2060

Bargaining Unit: Service Employees
International Union, Local 1021 (Comm Svcs
& PT Rec Leaders)

CITY OF BERKELEY
Established Date: May 2, 2014
Revision Date: May 2, 2014

SALARY RANGE

\$45.76 - \$53.45 Hourly
\$3,660.80 - \$4,276.00 Biweekly
\$7,931.73 - \$9,264.67 Monthly
\$95,180.80 - \$111,176.00 Annually

DESCRIPTION:

DEFINITION

Under general supervision, provides a variety of community behavioral health services to clients and to the community in an outpatient setting; handles complex or difficult client cases; performs related work as assigned.

CLASS CHARACTERISTICS

This is a journey-level class in the Behavioral Health Clinician series with incumbents expected to perform a wide range of community behavioral health services requiring independent judgment and decision-making. Responsibilities include conducting assessments; performing case coordination, care management, and rehabilitative services; providing diagnoses and treatment plans; providing psychotherapy; and preparing reports, case summaries, and other forms required to maintain a case within the clinic. Incumbents are licensed and may lead teams conducting intake assessments and crisis intervention. Supervision and consultation are received from Mental Health supervisory staff. This class is distinguished from Senior Behavioral Health Clinician in that the latter takes responsibility for program oversight functions delegated by the program supervisor.

EXAMPLES OF DUTIES:

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification, or is similar or closely related to another duty statement.

1. Provides direct and indirect behavioral health services in outpatient clinics, home settings and with diverse community agencies and groups; may function as the lead of a multi-disciplinary team for handling of scheduled and unscheduled clients;
2. Performs initial client assessments and develops and carries out treatment plans for a wide range of assigned child and adult clients, including case management, care coordination, and rehabilitative services for the chronically mentally ill;
3. Provides individual, group, and family therapy and crisis intervention to those experiencing life crisis and serious mental disorders;
4. Accepts "on-duty" assignments for emergency screening and follow-up on unscheduled clients; evaluates and signs commitments for clients requiring hospitalization; provides evaluation and referral for court defendants;
5. Attends case conferences to review client cases and resolve difficult therapeutic problems, participates in staff/intern training;
6. Conducts behavioral health workshops for schools, other agencies, and the public; consults with and serves as a liaison with community agencies and other mental health programs and services to evaluate community mental health needs and services; performs community outreach to identify mental disorders;
7. Maintains detailed client records and documentation on client visits; prepares a variety of reports for City Mental Health Management review;
8. Provides supervision and chart auditing for student interns and unlicensed staff; provides consultation and direction on difficult mental health cases and handles the more difficult client assignments;
9. Maintains current knowledge of mental health topics and issues and recommends improved practices and procedures;
10. Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

Note: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

Knowledge of:

1. Principles, practices, and methods of community mental health treatment including interviewing, assessment, individual, marriage, child, family, and group counseling and crisis intervention;
2. Adult and child psychology, including development and psychopathology; characteristics and types of mental disorders;
3. Applicable city, state, and federal guidelines, and laws affecting mental health treatment services and reporting procedures;
4. Community mental health resources and services, and other health, financial, social, recreational, cultural, housing, and legal advocacy services;
5. Basic leadership and training principles.

Ability to:

1. Provide program direction for graduate students and unlicensed clinical staff;
2. Provide direction and work review to assigned clinicians; participating in intake and crisis teams;
3. Assess client mental health status, develop effective treatment plans and make appropriate referrals;
4. Provide on-going psychotherapy for individuals, groups, and families;
5. Coordinate treatment with other community agencies and services;
6. Perform crisis intervention as necessary;
7. Provide case management and rehabilitative services to the chronically mentally ill;

- 8. Prepare complete and detailed documentation of client visits and other required reports;
- 9. Conduct behavioral health educational programs and workshops;
- 10. Understand cultural background as it relates to treatment;
- 11. Establish and maintain effective working relationships with other clinicians, City staff, community health, or other referral agencies and the public.

MINIMUM QUALIFICATIONS:

A TYPICAL WAY OF GAINING THE KNOWLEDGE AND SKILLS OUTLINED ABOVE IS:
 A master's degree from a recognized school of Social Work, Counseling, Psychiatric Nursing, or other Marriage and Family Therapy eligible discipline, or a doctorate degree in Psychology, with field placement in a medical, psychiatric, or community mental health setting.

AND

Two (2) years experience in an out-patient clinic, hospital, child guidance clinic, mental health program, or family agency which included regular psychiatric consultation.

AND

LICENSE

Must possess a License as a Clinical Social Worker, Marriage and Family Therapist, or Psychologist, as provided for by California state law.

OTHER REQUIREMENTS

Must be able to travel to various locations within and outside of Berkeley to meet program needs and to fulfill the job responsibilities. When driving on City business, incumbents must have a valid California driver's license as well as a satisfactory driving record.

CLASSIFICATION HISTORY:

Behavioral Health Clinician II	
Classification Code	2479
Classification Established	4/2014
FLSA Status	Non-Exempt
Admin Leave/Overtime	Overtime
Representation Unit	G1
Probationary Period	6 Months
Workers' Comp Code	8810



Social Services Specialist

Class Code:
2199

Bargaining Unit: Service Employees
International Union, Local 1021 (Comm Svcs
& PT Rec Leaders)

CITY OF BERKELEY
Established Date: May 21, 2015
Revision Date: May 21, 2015

SALARY RANGE

\$38.83 - \$45.84 Hourly
\$3,106.40 - \$3,667.20 Biweekly
\$6,730.53 - \$7,945.60 Monthly
\$80,766.40 - \$95,347.20 Annually

DESCRIPTION:

DEFINITION

Under general supervision, develops and implements person-centered service plans to assist clients in accessing and using community resources; handles complex or difficult client cases; performs community outreach duties related to preventive and supportive services; performs related work as assigned.

CLASS CHARACTERISTICS

This is a journey-level position, fully competent to perform skilled level case management services and community outreach. Incumbents in this class are expected to perform a wide range of outreach, assessment, research and networking services. Incumbents are provided general direction and use broad discretion and make independent judgment within overall policy guidelines established by the department. Incumbents provide lead direction and training to para-professional and/or clerical staff. Case and clinical oversight are provided by licensed department staff. This class is distinguished from the Behavioral Health Clinician series in that the latter requires a degree leading to licensure. It is further distinguished in that the Behavioral Health Clinician can make diagnoses and provide clinical therapy.

EXAMPLES OF DUTIES:

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification, or is similar or closely related to another duty statement.

1. Provides outreach services to community residents, both directly and through community organizations;

2. Provides case management services to a caseload of assigned clients, including performing initial and periodic client assessments and developing and implementing person-centered service plans for a wide range of child, family and adult clients; and providing follow-up services;
3. Assesses the effectiveness of case plans, and modifies plans in coordination with client to meet client needs;
4. Provides service coordination with diverse community agencies and groups in the community, clinical and home settings; may function as a member of a multi-disciplinary team for support of scheduled and unscheduled clients;
5. Acts as a liaison between service providers and clients needing services;
6. Performs enrollment services for clients;
7. Attends case conferences and presents at peer review sessions to review client cases and resolve challenging service problems;
8. Organizes and conducts groups in support of service plan goals;
9. Recruits, interviews, selects, trains, orients and directs the work of assigned volunteers and interns;
10. Maintains current knowledge of public benefits and community resources, and researches and coordinates relevant services to meet client needs;
11. Completes all documentation required for program reimbursement and compliance
12. Maintains detailed client records and documentation on client assessments, plans and visits, and prepares a variety of reports for review; and
13. Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

Note: The level and scope of knowledge, skills, and abilities listed below are related to job duties as defined under Class Characteristics.

Knowledge of:

1. Techniques and principles of client assessment, client interviewing, service-plan development, service plan implementation, and client monitoring;
2. Principles and techniques of providing courteous and effective customer service to a diverse population;
3. Social, economic, health and safety issues facing high risk populations and related dynamics of human behavior;
4. Community and government services, agencies and social services resources including how to access, consult, and refer clients to them;
5. Applicable city, state, and federal guidelines and laws affecting client services and confidentiality; and
6. Basic leadership, teamwork, and training principles

Ability to:

1. Provide culturally appropriate and responsive services to diverse client population to meet identified needs;
2. Communicate effectively to establish and maintain effective working relationships with a wide range of diverse clients;
3. Assess and re-evaluate the effectiveness of service plans, including making modifications as necessary to meet client needs;
4. Build and maintain collaborative partnerships with community based organizations, government agencies, and other City departments to optimize effectiveness of

- referrals;
5. Utilize community and governmental agency resources effectively to assist clients with social, health and behavioral health, recreational, and educational needs;
 6. Conduct community outreach to identify citizens in need of programs and services, and to identify community resources.
 7. Prepare and maintain clear, concise, complete, and timely written reports and other written correspondence, in accordance with program requirements;
 8. Gather and analyze quantitative and qualitative data, and use it to support appropriate recommendations and referrals;
 9. Organize complex work-flow and service needs and demonstrate strong problem-solving skills; and
 10. Proficiently use work-related computer applications such as Microsoft Windows, Word, Outlook, Excel, database management and related billing system to effectively manage work.

MINIMUM QUALIFICATIONS:

A TYPICAL WAY OF GAINING THE KNOWLEDGE AND SKILLS OUTLINED ABOVE IS: Equivalent to possession of four (4) years of college with major coursework in social work, psychology, community health or a closely related field from an accredited college or university and two years of experience in community organization, social services, health or a related field, with demonstrated experience in providing individualized client service coordination. Progressively responsible related experience may be substituted for the college coursework on a year for year basis.

OTHER REQUIREMENTS

Must be able to travel to various locations within and outside of Berkeley to meet program needs and to fulfill the job responsibilities. When driving on City business, incumbents must have a valid California driver's license as well as a satisfactory driving record. Must successfully complete required program trainings and certifications, which may include a background check.

CLASSIFICATION HISTORY:

Title: Social Services Specialist
Classification Code: 24810
Classification Established: 5/2015
FLSA Status: Non-Exempt
Admin Leave / Overtime: Overtime
Representation Unit: G1
Probationary Period: 6 Months
Workers' Comp Code: 8810



Senior Behavioral Health Clinician

Class Code:
2169

Bargaining Unit: Service Employees
International Union, Local 1021 (Comm Svcs
& PT Rec Leaders)

CITY OF BERKELEY
Established Date: May 2, 2014
Revision Date: May 2, 2014

SALARY RANGE

\$49.95 - \$58.31 Hourly
\$3,996.00 - \$4,664.80 Biweekly
\$8,658.00 - \$10,107.07 Monthly
\$103,896.00 - \$121,284.80 Annually

DESCRIPTION:

DEFINITION

Under general supervision, provides lead direction and handles complex or difficult behavioral health client cases; has ongoing responsibility for major management and/or organizational responsibilities within the program.

CLASS CHARACTERISTICS

This is a lead level position in the Behavioral Health Clinician series. Incumbents provide experienced clinical consultation to clinical staff as well as have ongoing responsibility for management functions delegated by the program supervisor. The work may include program planning and development and requires considerable technical knowledge and independent judgment. Assignments may include responsibility for service areas such as community outreach for all City Mental Health Programs. This class is distinguished from the Mental Health Program Supervisor in that the latter has full supervisory responsibility for large mental health programs and mental health staff.

EXAMPLES OF DUTIES:

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification, or is similar or closely related to another duty statement.

1. Provides direct and indirect behavioral health services in outpatient clinics, home settings and with diverse community agencies and groups; functions as a leader of a multi-disciplinary team for handling of scheduled and unscheduled clients;

2. Performs an initial client assessment and develops and carries out treatment plans for a wide range of assigned child and adult clients, including case management, care coordination, and rehabilitative services for the chronically mentally ill;
3. Provides individual, group and family therapy and crisis intervention to those experiencing life crisis and serious mental disorders;
4. Accepts periodic "on-duty" assignments for emergency screening and follow-up of unscheduled clients; evaluates and signs commitments for clients requiring hospitalization; provides evaluation and referral for court defendants;
5. Attends case conferences to review client cases and resolve difficult therapeutic problems; participates and conducts staff/intern training;
6. Conducts behavioral health workshops for schools, other agencies and the public; consults with and serves as a liaison with community agencies and other mental health programs and services to evaluate community mental health needs and services;
7. Maintains detailed client records and documentation on client visits; prepares a variety of reports for City management review;
8. Provides supervision and charting audit for student interns and staff; provides consultation and direction on difficult mental health cases and handles the more difficult client assignments;
9. Maintains current knowledge of mental health topics and issues and recommends improved practices and procedures;
10. Leads quality assurance and peer review functions;
11. Organizes and administers specific functions of the program;
12. Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

Note: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

Knowledge of:

1. Principles, practices and methods of community mental health treatment including interviewing, assessment, individual, marriage, child, family and group counseling and crisis intervention;
2. Adult and child psychology including development and psychopathology; characteristics and types of mental disorders;
3. Applicable city, state and federal guidelines and laws affecting mental health treatment services and reporting procedures;
4. Community mental health resources and services and other health, financial, social, recreational, cultural, housing and legal advocacy services;
5. Basic supervisory principles and practices;
6. Organizational and administrative principles and practices.

Ability to:

1. Assume organizing responsibility for specific functions within the program;
2. Provide supervision, train and assign work to graduate students and clinical staff;
3. Provide lead direction and work review to clinicians participating in intake and crisis teams;
4. Assess client mental health status, develop effective treatment plans and make appropriate referrals;
5. Provide on-going psychotherapy for individuals, groups and families;
6. Coordinate treatment with other community agencies and services;
7. Perform crisis intervention;
8. Provide case management services to the chronically mentally ill;

- 9. Prepare complete and detailed documentation of client visits and other required reports;
- 10. Conduct behavioral health educational programs and workshops;
- 11. Understand cultural background as it relates to treatment;
- 12. Establish and maintain effective working relationships with other clinicians, city staff, community health or other referral agencies and the public.

MINIMUM QUALIFICATIONS:

A TYPICAL WAY OF GAINING THE KNOWLEDGE AND SKILLS OUTLINED ABOVE IS:
 A master's degree from a recognized school of Social Work, Counseling, Psychiatric Nursing, or other Marriage and Family Therapy eligible discipline, or a doctorate in Psychology, with field placement in a medical, psychiatric, or community mental health setting.

AND

Three (3) years experience in an out-patient clinic, hospital, child guidance clinic, mental health program or family agency which included regular psychiatric consultation.

AND

LICENSE

Must possess a License as a Clinical Social Worker, Marriage and Family Therapist, or Psychologist, as provided for by California state law.

OTHER REQUIREMENTS

Must be able to travel to various locations within and outside of Berkeley to meet program needs and to fulfill the job responsibilities. When driving on City business, incumbents must have a valid California driver's license as well as a satisfactory driving record.

CLASSIFICATION HISTORY:

Senior Behavioral Health Clinician	
Classification Code	2480
Classification Established	2014
FLSA Status	Non-Exempt
Admin Leave/Overtime	Overtime
Representation Unit	G1
Probationary Period	6 Months
Workers' Comp Code	8810

Attachment 6: City of Berkeley Personnel Rules and Regulations Section 9.03 “Promotion Through a Non-Competitive Personnel Action”

9.00 METHOD OF FILLING VACANCIES

9.01 GENERAL PROVISIONS

All vacancies in the career service shall be filled by transfer, demotion, re-employment, reinstatement, or from eligibles certified by the Director of Human Resources from an appropriate eligible list, if available. In the absence of persons eligible in these ways, temporary appointments may be made in accordance with these Rules.

9.02 PROMOTION

Insofar as is practicable and consistent with the best interests of the City, all vacancies in the career service shall be filled by promotion from within the career service, after a promotional examination has been given and a promotional list established.

If, in the opinion of the appointing authority, the best interests of the service can be served by an open competitive examination instead of a closed promotional examination, and if there is not already an existing promotional list for the higher position, which list has not been abolished and from which the vacancy could be filled, the appointing authority, may instruct the Director of Human Resources to call for applications for the vacancy and arrange for an open competitive examination and for preparation and publication of an eligible list.

9.03 PROMOTION THROUGH A NON-COMPETITIVE PERSONNEL ACTION

Classifications that require professional licensure, certification or registration; or specific professional experience as a prerequisite at the journey level may be under filled at the unlicensed or inexperienced entry level, pending qualification for the required license or experience based on the needs of the City. The City Manager or his designated representative may consider an employee for promotion to a higher class through a non-competitive personnel action if the employee meets all of the following criteria and has documented satisfactory performance in the lower level classification:

- The higher classification licensed or journey level position has been authorized for filling and the department has elected to fill it at the unlicensed or inexperienced level; and
- The employee has obtained the essential qualifications of the journey level classification, as outlined in the classification specification (i.e., experience and education qualifications, the demonstrated knowledge, skills and abilities, etc.); and
- The employee has obtained the required California State license, professional registration or certification; or has obtained the required professional experience as identified in the job specification.

Certification or Licensed Classifications	
Unlicensed Classification	Licensed Classification
Behavioral Health Clinician I	Behavioral Health Clinician II
Assistant Environmental Health Specialist	Registered Environmental Health Specialist
Assistant Public Works Engineer	Assistant Civil Engineer
Psychiatrist I	Psychiatrist II
Psychiatrist II	Psychiatrist III

Public Health Physician	Public Health Physician (Certified)
Traffic Engineering Assistant	Assistant Traffic Engineer

Experienced Journey Level Classifications	
Inexperienced or Entry Classification	Experienced Classification
Librarian I	Librarian II

Experienced and Certified Classifications	
Inexperienced and/or Uncertified Classification	Experienced and/or Certified Classification
Building Inspector I (Certified)	Building Inspector II (Certified)

If the department head determines that the employee meets the criteria outlined above, the department head then submits an Employee Transaction Form to the Director of Human Resources recommending promotion of the employee to the licensed or experienced journey level classification, without requirement that an eligible list for the journey level classification be established or certified for this appointment, with a copy of the required license. Upon determination that the criteria have been met, the employee will be advanced to the journey level classification subject to the requirement to serve the appropriate probationary period, as outlined in the applicable memorandum agreement.

9.04 CERTIFICATION OF ELIGIBLES

If appointment is to be made from an eligible list, the names of all eligibles on the list shall be certified, except that any employee on a current reemployment list for that classification shall be certified first, in accordance with the layoff policy.

9.05 APPOINTMENT

The appointing authority shall make appointments from among those certified and the person to be appointed shall be notified by the Director of Human Resources. The person accepting the appointment shall report for duty within the time period prescribed in the job offer. If the applicant accepts the appointment and reports for duty as prescribed, the applicant shall be deemed to be appointed. Otherwise, the applicant shall be deemed to have declined the appointment.

9.06 PROVISIONAL APPOINTMENTS

When a career employee who meets the qualifications of the classification is temporarily assigned to work in that higher class or at a lateral level, in accordance with these rules, the appointment shall be designated as a provisional appointment. They may be made to fill temporarily vacated or funded vacancies or career vacancies pending establishment of an eligible list, and shall include the continuation of benefits. The employee may be removed from the provisional appointment, at any time, without right of appeal or hearing.



County of Alameda Behavioral Clinician I (#6505)

We are currently accepting applications for this position.
To apply, please close this pop-up window and then click on Current Openings.

Bargaining Unit: SEIU 1021 - Social Workers (005)
\$43.08-\$49.44 Hourly / \$3,231.00-\$3,708.00 BiWeekly /
\$7,000.50-\$8,034.00 Monthly / \$84,006.00-\$96,408.00 Yearly

DESCRIPTION

Under close supervision, provide psychiatric clinical and case management services; conduct evaluations and assessments; provide ongoing counseling, treatment and intervention; conduct individual, group and family psychotherapy; provide consultation to other programs and agencies on treatment needs and behavioral plans; and perform other duties as assigned

DISTINGUISHING FEATURES

Behavioral Health Clinician I/II is a flexibly-staffed class series located in Behavioral Health Care Services (BHCS). Incumbents in this series report to a Behavioral Health Clinical Supervisor or Behavioral Health Clinical Manager.

Behavioral Health Clinician I is the trainee-level class in this flexibly staffed series. Under close supervision, incumbents are expected to gain experience and demonstrate proficiency, which qualifies them to promote to the higher level class after six months of full-time experience and possession of the required State licensure from the applicable licensing authority

EXAMPLES OF DUTIES

NOTE: The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all duties listed.

1. Provides clinical and case management services to BHCS clients; interviews clients and family members; conducts initial and ongoing psychosocial strength-based assessments.
2. Develops initial and ongoing treatment plans on assigned clients; identifies and pursues necessary resources to implement treatment plans.
3. Conducts individual, group, and family psychotherapy sessions; provides education on behavioral health care symptoms and the role of medication in alleviating such symptoms; diagnoses illnesses and dual recovery/co-occurring disorders.
4. Prepares and maintains psychosocial case histories for use in diagnostic evaluations and monitoring client progress.
5. Provides crisis intervention as needed; stabilizes clients in crisis including brief intervention in clinic; arranges for hospitalization and coordinates treatment elements.
6. Notifies clients and families of community resources and makes referral as necessary to meet basic needs such as housing, medical care, and employment.
7. Maintains all records in accordance with the Quality Assurance standards of Alameda County Behavioral Health Care Services.
8. Participates in clinical case presentations and peer reviews.
9. Prepares reports, case summaries, correspondence and other written materials.
10. Testifies in court when required for determination of client's legal status regarding outpatient court-ordered treatment.
11. Conducts mental status examinations and formulates Diagnostic and Statistical Manual (DSM)-IV related diagnoses.
12. Collaborates with other departments and agencies related to client treatment planning.

13. Provides education and consultation services to Alameda County departments and the community as assigned.
14. May serve as a liaison to other community agencies.

MINIMUM QUALIFICATIONS

Education:

Possession of a Master's degree from a recognized college or university in social work, marriage and family therapy clinical or educational psychology or in a closely related field.

AND

License/Registration: Possession of a valid registration as an Associate Social Worker, Marriage and Family Therapist Intern, Psychological Assistant, or Associate Professional Clinical Counselor from the applicable licensing authority: California Board of Behavioral Sciences or California Board of Psychology.

Special Requirements:

In compliance with the Administrative Simplification provision of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), employees in this classification are required to possess a National Provider Identifier (NPI) number prior to their first day of employment.

In compliance with Medicare regulations, eligible licensed clinicians in this classification are required to complete the "Medicare Enrollment Process for Physicians and Non-Physician Practitioners" through the Centers for Medicare and Medicaid Services (CMS) of the U.S. Department of Health and Human Services, prior to their first day of employment.

Approval for Medicare processing must be received from the CMS within 180 days of the date of hire. Active enrollment in Medicare is a condition of employment. Failure to attain or maintain active enrollment will result in termination.

Some positions require a valid California Motor Vehicle Operator's license. Applicants must possess such license prior to appointment to such positions.

NOTE: The Civil Service Commission may modify the above Minimum Qualifications in the announcement of an examination.

KNOWLEDGE AND SKILLS

NOTE: The level and scope of the following knowledge and abilities are related to duties listed under the "Examples of Duties" section of this specification.

Knowledge of:

- Current theories, practices, and principles and practices for services to clients with serious behavioral health care symptoms and diagnoses.
- Psychological diagnostic methods and terminology.
- Cultural and social factors affecting behavior patterns.
- Wellness, recovery and resiliency oriented strategies and supports.
- Dual recovery/co-occurring disorder treatment, screening and assessment tools.
- Community needs, resources and organizations related to behavioral health care.
- Clinical standards of practice and licensure requirements.
- Principles and practices of direct client service delivery.
- Principles of social needs, problems, attitudes and behavioral patterns.
- Applicable federal, state and local laws, rules and regulations.
- Office administrative practices and procedures, including records management and the operation of standard office equipment.
- Computer applications related to the work.

Ability to:

- Work collaboratively with multi-disciplinary teams, community resources and organizations.
- Organize and prioritize work and meet critical deadlines.
- Interpret, explain, and apply regulations, policies and procedures.
- Communicate clearly and effectively, both orally and in writing.
- Analyze, evaluate and make sound decisions.
- Prepare clear, accurate and effective reports, correspondence and other written materials.
- Establish and maintain effective working relationships .
- Work with a diverse population

CLASS SPEC HISTORY

TT:lfm Revised: 7/81

Retyped: 2/85

Updated: 10/86

LB:pb Revised: 4/5/89

Old doc: 0642h

New doc: 6505.doc ys/8/01

CSC Date: 5/24/89

TE:pf Revised 7/28/2004

CSC Date: 10/27/2004

SG:po revised 7/16/09

CSC Date: 8/12/09

SG:cs Revised/Retitled 1/11/10

Former Title: Psychiatric Social Worker I

CSC Date: 2/10/10

RY:cs Revised 6/12/12

CSC Date: 7/11/12

NLB:ah Revised 8/9/18

CSC Date: 9/26/18

BENEFITS

Alameda County offers a comprehensive and competitive benefits package that affords wide-ranging health care options to meet the different needs of a diverse workforce and their families. We also sponsor many different employee discount, fitness and health screening programs focused on overall well being. These benefits include but are not limited to*:

For your Health & Well-Being

- Medical – HMO & PPO Plans
- Dental – HMO & PPO Plans
- Vision or Vision Reimbursement
- Share the Savings
- Basic Life Insurance
- Supplemental Life Insurance (with optional dependent coverage for eligible employees)
- County Allowance Credit
- Flexible Spending Accounts - Health FSA, Dependent Care and Adoption Assistance
- Short-Term Disability Insurance
- Long-Term Disability Insurance
- Voluntary Benefits - Accident Insurance, Critical Illness, Hospital Indemnity and Legal Services
- Employee Assistance Program

For your Financial Future

- Retirement Plan - (Defined Benefit Pension Plan)
- Deferred Compensation Plan (457 Plan or Roth Plan)

For your Work/Life Balance

- 11 paid holidays
- Floating Holidays
- Vacation and sick leave accrual
- Vacation purchase program
- Catastrophic Sick Leave

- Group Auto/Home Insurance
- Pet Insurance
- Commuter Benefits Program
- Guaranteed Ride Home
- Employee Wellness Program (e.g. At Work Fitness, Incentive Based Programs, Gym Membership Discounts)
- Employee Discount Program (e.g. theme parks, cell phone, etc.)
- Child Care Resources
- 1st United Services Credit Union

*Eligibility is determined by Alameda County and offerings may vary by collective bargaining agreement. This provides a brief summary of the benefits offered and can be subject to change.



2930-Behavioral Health Clinician

[SF | Careers](#) > 2930-Behavioral Health Clinician

Know the class code?

Class codes are four characters long.

Search

Search by keyword:

Use a keyword to search for a class.

- Search within title
- Search within Job Descriptions

Search

Compensation set id:

Behavioral Health Clinician

Job classification

Class	2930
Title	Behavioral Health Clinician
Overtime eligibility	Exempt (Z)
Labor agreement	SEIU, Local 1021, Misc

Current compensation plan

Effective: Jul 01, 2022

See [Historic and future compensation information](#) for this class

Step:	Step 1	Step 2	Step 3	Step 4	Step 5
Rate /hr:	\$48.6500	\$51.0500	\$53.6125	\$56.3125	\$59.1125
Rate /biweekly:	\$3,892.00	\$4,084.00	\$4,289.00	\$4,505.00	\$4,729.00
Rate /year:	\$101,192	\$106,184	\$111,514	\$117,130	\$122,954

Job description

CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

Title: BEHAVIORAL HEALTH CLINICIAN

Job Code: 2930

DEFINITION

Under general supervision, makes investigations to determine the eligibility of applicants for psychiatric care and services; evaluates information gained through interviews and collateral sources; makes determination on one of several alternative procedures; completes appropriate forms and documents relating to intake procedures; makes pertinent determinations and recommendations; and performs related duties as required.

Requires responsibility for: carrying out and explaining established methods and procedures to applicants, recipients and others; achieving economies and/or preventing losses through careful and judicious interpretations of various legal provisions, methods and procedures in recommending assistance; making regular contacts with applicants, recipients, their families and others concerned, also with employees, other departments and outside organizations; gathering, compiling and reviewing important detailed psychiatric financial, personal and confidential information. Nature of duties involves occasional exposure to accident hazards and disagreeable elements in dealing with mentally ill and emotionally disturbed persons.

DISTINGUISHING FEATURES

SUPERVISION EXERCISED

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Interviews applicants, recipients, parents and others concerned for the purpose of securing information to determine eligibility for psychiatric care and services; evaluates material obtained through interviews and from other sources, including information given directly, together with such factors as appearance and manner, attitude of parents, relatives and others toward the applicant and his problems.
2. On basis of interviews and analyses, decides upon one of several alternative dispositions such as emergency therapy, referral to other staff members for further study, referral to appropriate community resources or assistance on a temporary basis; completes appropriate forms and documents relating to the intake processes.
3. Conducts interviews with parents and children to obtain supplementary information; makes tentative diagnosis to determine need for testing to supplement the diagnosis; decides on one of several alter-native dispositions.
4. Confers with referring agency or other interested organizations and persons including schools, Public health nurses and doctors and with supervisor or other psychiatrists on medical and psychiatric questions relating to evaluation of the patient; prepares related case re-ports, including all pertinent material.
5. Subsequently follows up on individual patient therapy; establishes positive relationship; assists patient with explanation of diagnosis and causes of difficulties; confers with consulting psychiatrists on treatment; prepares therapy notes on each case and incorporates in case records.
6. Maintains records of all activities relating to patients' care; prepares clinical statistics and compiles periodic reports; participates in periodic staff meetings; confers with supervisor on formulation of policies and procedures; attends conferences with. Other clinics and agencies.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: Requires broad knowledge and ability to: solve problems inherent in the duties and responsibilities of psychiatric welfare work; plan appropriate courses of action as a result of analysis and evaluation of data and other significant factors.

Ability or Skill to: Requires skill and ability to: effect cooperative and effective contacts with associate staff employees and others; deal effectively with patients in the adjustment of problem situations.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Experience:

License and Certification:

Possession of a valid license as a Licensed Clinical Social Worker (LCSW), issued by the California Board of Behavioral Sciences (BBS); OR

Possession of valid registration as an Associate Clinical Social Worker (ASW) , issued by the California Board of Behavioral Sciences (BBS); OR

Possession of a valid license as a Licensed Marriage and Family Therapist (LMFT) , issued by the California Board of Behavioral Sciences (BBS); OR

Possession of valid registration as an Associate Marriage and Family Therapist (AMFT) , issued by the California Board of Behavioral Sciences (BBS); OR

Possession of a valid license as a Licensed Professional Clinical Counselor (LPCC) , issued by the California Board of Behavioral Sciences (BBS); OR

Possession of valid registration as an Associate Professional Clinical Counselor I (APCC) , issued by the California Board of Behavioral Sciences (BBS).

Substitution:

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

2932 Senior Behavioral Health Clinician

ORIGINATION DATE:

AMENDED DATE:

10/30/14; 08/07/15; 05/13/21

REASON FOR AMENDMENT:

To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.

BUSINESS UNIT(S):

COMMN SFMTA

Standard information

Disaster service work

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

Historic and future compensation

Effective (Sched)	Step 1	Step 2	Step 3	Step 4	Step 5
Jul 01, 2022 (W)	\$48.6500	\$51.0500	\$53.6125	\$56.3125	\$59.1125
Jan 08, 2022 (V)	\$46.2250	\$48.5000	\$50.9375	\$53.5000	\$56.1625
Jul 01, 2021 (U)	\$46.0000	\$48.2625	\$50.6875	\$53.2375	\$55.8875
Dec 26, 2020 (T)	\$44.4375	\$46.6250	\$48.9625	\$51.4250	\$53.9875
Jul 01, 2020 (S)	\$43.1375	\$45.2625	\$47.5375	\$49.9250	\$52.4125

Sources: San Francisco Open Data Portal: [Classification descriptions table](#), [Compensation plan table](#)

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Mental Health Clinical Specialist

Class Code:
VQSB

Bargaining Unit: Local 856 - Health Services
Unit

COUNTY OF CONTRA COSTA
Revision Date: Jan 5, 2023

SALARY RANGE

\$33.29 - \$49.42 Hourly
\$5,770.39 - \$8,566.17 Monthly
\$69,244.68 - \$102,794.04 Annually

DEFINITION:

Bargaining Unit: Local 856 - Health Services Unit

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Class specifications are not intended to reflect all duties performed within the job.

Under general supervision, provides mental health counseling and related services in accordance with applicable professional licensing laws; and performs related work as required.

DISTINGUISHING CHARACTERISTICS:

Mental Health Clinical Specialist is the fully qualified professional level classification in the Behavioral Health Division. Incumbents perform a variety of mental health activities for which a State of California License is required.

Incumbents qualifying under the substitution for license will work under the direction of a licensed clinician and perform a variety of mental health activities for which State of California license eligibility is required.

Staff may be assigned to work with seriously and persistently mentally ill adults/older adults, or seriously emotionally disturbed children and adolescents in various settings including inpatient psychiatric wards, outpatient mental health clinics, crisis intervention/screening units, and the criminal justice mental health programs.

Supervision is provided by a Mental Health Program Supervisor or Mental Health Program Manager.

MINIMUM QUALIFICATIONS:

Licenses Required:

- 1) Possession of a valid California Motor Vehicles Operator's License.
- 2) Possession of one of the following professional licenses is required. Either:
 - a. A valid license issued by the State of California, Board of Behavioral Sciences as a:
 1. Licensed Clinical Social Worker (LCSW), **or**
 2. Licensed Marriage and Family Therapist (LMFT), **or**
 3. Licensed Professional Clinical Counselor (LPCC); **or**
 - b. A valid license as a Psychologist issued by the State of California Department of Consumer Affairs, Board of Psychology.

Substitution for License:

Either:

- a. Possession of a Master's Degree in psychology or closely related behavioral science field from an accredited college or university, **and** registration with the State of California, Board of Behavioral Sciences as an Associate Marriage and Family Therapist (AMFT), Associate Clinical Social Worker (ASW), or Associate Professional Clinical Counselor (APCC); **or**
- b. Possession of a Doctorate Degree in Psychology from an accredited college, university, or other educational institution accredited by the California State Board of Psychology.

As a condition of continued employment, incumbents hired with either an AMFT, ASW, APCC, or a Doctorate in Psychology must obtain status as a LCSW, LMFT, LPCC, or a licensed Psychologist, respectively, issued by the State of California Department of Consumer Affairs, Board of Psychology, within the time periods established by the licensing agencies.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- The psychological aspects of physical and emotional disturbances and mental deficiencies
- The principles of human behavior and development pertinent to mental health services
- The principles and techniques for making psycho-social assessments
- The principles of clinical interviewing and methods of recording patient information
- One's individual licensing law and the scope of professional practice governed by the same
- The laws, rules, and regulations of publicly operated health and welfare programs

- Local community resources and of community support systems

Ability to:

- Analyze patient behavior and apply treatments or counseling techniques in a coordinated care social rehabilitation environment
- Provide crisis intervention
- Prepare clear and concise reports and interpret data
- Provide work direction and training to staff
- Work effectively with a multicultural client and family population with diverse backgrounds and needs
- Establish and maintain effective working relationships with other professionals and to work as part of a multidisciplinary team
- Speak and write effectively

TYPICAL TASKS:

- Provides psycho-therapeutic intervention, treatment, and other related mental health services to consumers and their families
 - Provides individual, family, and group therapy services
 - Participates in the evaluation of problems presented and in the formulation of diagnoses and the development of treatment plans
 - Prepares social case histories with particular emphasis upon psycho-social factors affecting the client
 - Coordinates with other staff members and community agencies in carrying out treatment and/or rehabilitation plans
 - Evaluates residential facilities for level of care and continuing program eligibility
 - Provides supportive services to board and care staff including training, treatment plan development, and liaison at the client level
 - Interprets and explains to clients, relatives, services to specific population groups (i.e., children and adolescents, older adults, detained persons)
 - May serve as a deputy conservator
 - Participates in specialized programs/projects or serves as a support person in program planning, evaluation, and policy developments
 - Participates in staff development programs and in staff conferences regarding clients and professional clinical approaches
 - Interprets and explains to clients, relatives, community groups about social and emotional factors pertaining to mental health illness
 - Refers clients to appropriate community agencies
 - Provides specialized mental health or related services to specific population groups (i.e. children and adolescents, older adults, detained persons)
 - Provides quality documentation and testifies in court as required
 - May serve as representative payee for clients
 - May be required to gather services statistics and write reports and correspondence
 - Utilizes technology to send and receive work-related electronic mail, and access and maintain electronic records and files
- **When designated as a Unit Leader, additional tasks MAY INCLUDE:**
- Convene and facilitate team meetings
 - Provide clinical oversight and direction for the unlicensed staff and community support workers
 - Keep the Mental Health Supervisor/Manager informed of any critical incidents
 - Assist in the daily operation of the program or clinic, filling in as officer of the day when necessary
 - Participate as a member of the Utilization Review Committee

- Assist in the training and orientation of new staff members
- Provide feedback on ways to improve the delivery and types of clinical services offered to consumers
- Arranges day-to-day staff work schedules for the unit, including relief coverage
- Coordinates day-to-day programmatic and clinical decisions in response to operational demands
- Conducts clinical discussions regarding complex and/or difficult cases
- Responds to emergencies that occur on the unit
- Coordinates the flow of information and clinical data to ensure program and/or shift continuity
- Assigns cases to staff, taking into consideration urgent clinical intervention, general clinical necessity, current staff workloads and time factors
- Coordinate/facilitate weekly chart reviews
- Provides on-site feedback/training to staff regarding documentation issues
- Conducts peer training regarding difficult documentation issues
- Serves as liaison with UR/QI Administration concerning documentation issues/concerns
- Serves as liaison with other units, services, and agencies

SPEC HISTORY:

Established: August 1991

Revised: March 2007

Revised: April 2016 – MG/MC

Revised: March 2020

Revised: December 2022 JN



Human Resources

Date: April 3, 2023
To: Members of the Personnel Board
From: Aram Kouyoumdjian, Director of Human Resources
Subject: Recommendation Amending the Mental Health Nurse Job Class Specification

BACKGROUND

The City of Berkeley Human Resources Department and Health, Housing, and Community Services (HHCS) Department seek to revise job class specification of Mental Health Nurse. Data from surrounding agencies, recruitment challenges, and input from staff were considered in revising this classification.

DISCUSSION

As an integral part of the Health, Housing, and Community Services (HHCS) Mental Health Division, Mental Health Nurses (MHNs) provide a combination of direct service and nursing care management to individuals with severe and persistent mental illness. MHNs function as essential team members who provide comprehensive case management services in the field and in the clinic, including providing community-based mental health services to eligible adults, children, youth, and their families, with specific focus on low-income residents and unhoused people with severe mental illnesses.

Once hired, employees are assigned to one of three teams: Traditional Case Management, primarily focused on providing clinical support to about 170 patients with some field work; Full Service Partnership, providing intensive case management services to 70 adults; or Homeless Full-Service Partnership, a new model and opportunity designed to serve about 50 unhoused individuals.

The work is rewarding but challenging. It has been extremely difficult to recruit and retain individuals for these critical roles in public health nursing, and especially mental health nursing. The daily work of MHNs involves providing medical support to individuals with severe mental illness, and providing mental health, substance use, and primary care support in field encampments and clinics, which can be stressful. (The Mental Health Nurse classification differs from the City's Public Health Nurse classification, in that the focus of MHNs is providing direct service in the clinic and field encampments, while Public Health Nurses focus on public health procedures and home visits for underserved individuals and families.)

In the current job classification for Mental Health Nurse, candidates must have a registered nursing (RN) license; however, the typical way to attain the knowledge, skills, and abilities is outlined as *"Equivalent to graduation from a four-year accredited college or university, with major course work in nursing and one (1) year of mental health nursing experience or completion of a six-month senior preceptorship in mental health nursing. The relevant mental health nursing experience or preceptorship in mental health nursing must have been completed in the past five (5) years."*

Although the current equivalency language allows the City to consider other educational and experiential qualifications that are different or lower (as long as candidates possess the required RN license), there is a concern that the stated requirements may be deterring candidates. A study of neighboring agencies shows that a majority of neighboring municipalities require only a two-year Associate's degree for similar classifications to a Mental Health Nurse, including the counties of Marin (Mental Health Registered Nurse), Santa Clara (Psychiatric Nurse II), Solano (Mental Health Nurse), and Sonoma (Psychiatric Nurse), and the City and County of San Francisco (Psychiatric Registered Nurse). The County of San Mateo requires a Bachelor's degree (Community Mental Health Nurse) [Attachments 5-10].

There are multiple ways to obtain the required RN licensure: two-year Associate's degree, four-year Bachelor's degree, or an entry-level Master's degree. All paths lead to the same RN licensure required by the job class specification, as outlined by the California Board of Registered Nursing website [Attachment 12].

Our recommendation is to revise the job class specification, maintaining that candidates must possess valid licensure as a registered nurse (RN), but revising the typical way of gaining the knowledge and skills to a two-year degree and three-month senior preceptorship (currently a four-year degree and six-month preceptorship). These changes are in line with many neighboring jurisdictions, and the hope is to attract and retain candidates, which has been a longstanding challenge.

SALARY

There is no salary impact.

RECOMMENDATION

The Personnel Board is requested to approve the following: Revise job class specification of Mental Health Nurse as outlined above.

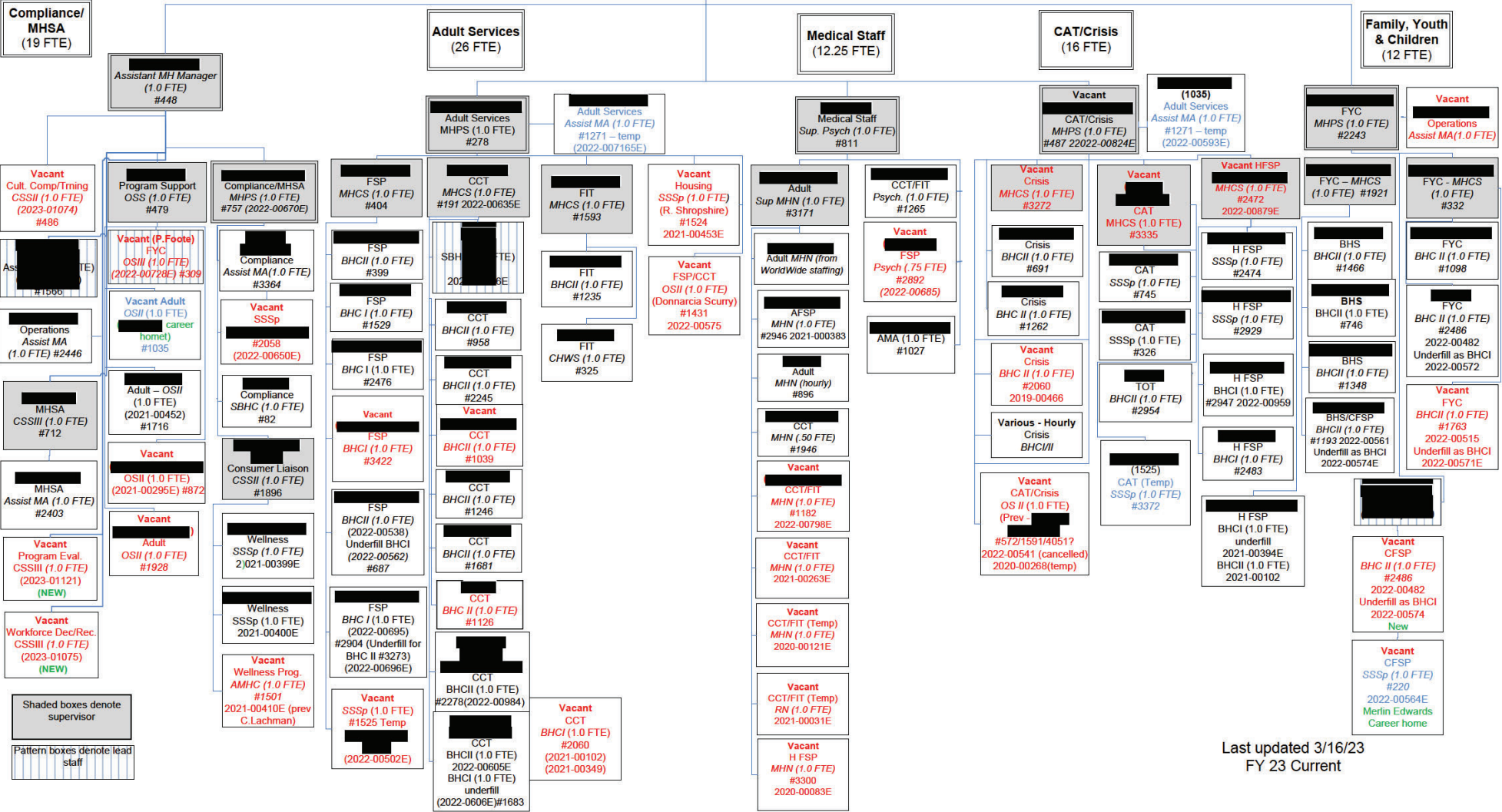
Attachments

1. Organizational Chart – Health, Housing, and Community Services Department
2. Job Class Specification with Proposed Revisions – Mental Health Nurse
3. Job Class Specification – Senior Mental Health Nurse
4. Job Class Specification – Supervising Mental Health Nurse
5. Job Class Specification – County of Marin (Mental Health Registered Nurse)
6. Job Class Specification – County of Santa Clara (Psychiatric Nurse II)
7. Job Class Specification – County of Solano (Mental Health Nurse)
8. Job Class Specification – County of Sonoma (Psychiatric Nurse)
9. Job Class Specification – City and County of San Francisco (Psychiatric Registered Nurse)
10. Job Class Specification – County of San Mateo (Community Mental Health Nurse)
11. Excerpt from Indeed.com – *How to Become an RN in California*
12. List of Pre-Licensure RN Programs – California Board of Registered Nursing

cc: Monica Walker, Human Resources Manager

**Health, Housing & Community Services Department
Mental Health Division
Fiscal Year 2023 – 95.25 FTE**

Division Manager
(1.0 FTE)
#1054



Last updated 3/16/23
FY 23 Current



Mental Health Nurse

Bargaining Unit: Service Employees International Union, Local 1021
(Comm Svcs & PT Rec Leaders)

CITY OF BERKELEY

Established Date: Feb 10, 2020

Revision Date: Feb 10, 2020

Class Code

9007

Salary

\$119,017.60 - \$144,664.00 Annually

Description

DEFINITION

Under general supervision, provides a full range of Mental Health Nursing services including case management, crisis intervention, health assessment, health education, and counseling in homes, clinics, and in the field to patients with severe mental illness; performs related work as assigned.

CLASS CHARACTERISTICS

This classification represents the entry level of the Mental Health Nursing series. A Mental Health Nurse, following an initial period of orientation, is expected to function at the fully qualified professional level assuming broad responsibilities requiring independence and professional judgment in utilizing mental health nursing intervention skills to treat individuals with severe mental illness. The Mental Health Nurse is distinguished from Senior Mental Health Nurse in that the latter reviews and assigns patients to Mental Health Nurses and provides direction to a nursing team and coordinates special projects and programs. Medical and administrative direction is received from the Senior Mental Health Nurse and the Supervising Mental Health Nurse.

Examples of Duties

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification, or is similar or closely related to another duty statement.

- Provides professional nursing care to psychiatric patients on an assigned case load in the clinic, at homes and on field visits (including encampments);
- Collaborates on a multidisciplinary mental health team with other professionals and para-professionals in the delivery of specialized mental health services and in treatment planning;
- Evaluates the needs of those with severe mental illness, substance use disorders, and co-morbid general medical conditions utilizing observation, patient interview, physical examination, mental status examination, and record review;
- Observes, assesses, records, and reports the patient's behavior, condition, and response to care before, during, and after treatment and utilizes this information to re-assess and revise plan of care;
- Develops psychiatric nursing care plans and provides nursing case management;
- Plans strategies for solving patient care problems, establishes priorities, and coordinates activities needed to implement patient care plans;
- Provides crisis intervention, psychoeducation, and counseling;
- Dispenses, administers, and supervises patients' psychotropic and non-psychotropic medication and provides medication education and adherence support services;
- Gives immunizations;
- Explains treatment procedures to patients and provides support before, during, and after treatment;
- Provides teaching relating to disease prevention, health promotion, treatment maintenance and rehabilitation;
- Utilizes nursing intervention skills to prevent disease, promote healthy behavior and alleviate conditions adversely affecting the health and safety of individuals, families and the community;
- Acts as patient liaison and advocate to external and internal medical providers and other community resources;
- Follows up on treatment recommendations with patient and other involved agencies to ensure effective care and guidance to individuals and families;

- Performs selected diagnostic tests under standardized procedures;
- Assists in developing plans for teaching patients and families about the multiple requirements of proper home care. (e.g., medications, follow-up care, health resources, etc.);
- Teaches patients and families how to follow psychiatric and non-psychiatric treatments after discharge (e.g., medication reactions, dietary changes, etc.)
- Teaches families to recognize signs/symptoms of decompensation and appropriate interventions in the event that this occurs in the psychiatric patient;
- Accompanies patients to medical appointments and emergency departments as needed to assist in navigating the health care system;
- Orders medication, controls medication inventory, reconciles medication lists, and prepares medication prior authorization requests;
- Schedules and tracks laboratory blood draws and follows-up on results;
- Coordinates the outpatient aspect of psychiatric and non-psychiatric hospital discharges;
- Provides clinical supervision and training to allied health professionals and para-professionals;
- Provides essential nursing services to other City of Berkeley departments and divisions when required to respond to a needed surge in staffing (natural disasters, outbreaks etc.);
- Performs related duties as assigned.

Knowledge and Abilities

Note: The level and scope of the knowledges and skills listed below are related to job duties as defined under Class Characteristics.

Knowledge of:

- Principles, practices, methods, and techniques of psychiatric nursing;
- Basic psychotropic and other common drug indications, reactions, interactions, and contraindications;
- Best practices for treating substance use disorders;
- Treatment methods of common chronic and acute medical conditions;
- Cultural competence in the application of mental health treatment;
- Laws, rules, regulations, protocols, and requirements pertinent to psychiatric nursing;
- Safety and infection control practices and procedures;
- Counseling, interviewing, and crisis intervention techniques;
- Environmental, sociological, and political problems related to mental health care;
- Community medical and social agencies and resources;
- Child and elder abuse and neglect and domestic violence reporting laws.

Skill in:

- Managing a caseload and establishing priorities for case management, treatment, and referrals;
- Performing mental health nursing assessments and selected diagnostic tests;
- Administering prescribed treatments;
- Exercising sound independent judgment within established guidelines;
- Assessing health and behavior;
- Developing effective treatment and referral plans;
- Communicating clear and accurate information regarding patients to physicians, health providers and other health members;
- Identifying the impact of cultural differences on community health care practices;
- Preparing clear, complete and accurate documentation, reports, and other written correspondence;
- Establish and maintain effective and productive relationships with those contacted during the course of work.

Minimum Qualifications

A TYPICAL WAY OF GAINING THE KNOWLEDGE AND SKILLS OUTLINED ABOVE IS:

Equivalent to graduation from a ~~four~~ **two**-year accredited college or university, with major course work in nursing and one (1) year of mental health nursing experience or completion of a ~~six~~ **three**-month senior preceptorship in mental health nursing. The relevant mental health nursing experience or preceptorship in mental health nursing must have been completed in the past five (5) years.

OTHER REQUIREMENTS

Must possess a valid license to practice as a Registered Nurse in the state of California.

Classification History

Title: Mental Health Nurse
 Classification Code: 24820
 Established: 2020.01
 FLSA Status: Non-Exempt
 Admin Leave / Overtime: Overtime
 Representation Unit: G3
 Probationary Period: 6 Months
 Workers' Comp Code: 8810



Senior Mental Health Nurse

Class Code:
9019

Bargaining Unit: Service Employees
International Union, Local 1021 (Comm Svcs
& PT Rec Leaders)

CITY OF BERKELEY
Established Date: Feb 10, 2020
Revision Date: Aug 22, 2022

SALARY RANGE

\$60.08 - \$73.03 Hourly
\$4,806.40 - \$5,842.40 Biweekly
\$10,413.87 - \$12,658.53 Monthly
\$124,966.40 - \$151,902.40 Annually

DESCRIPTION:

DEFINITION

Under direction, performs Mental Health nursing duties in an assigned area and one or a combination of the following: serves as assistant supervisor for a team which includes other nurses and may also include para-professionals and/or office staff; and/or has charge of a specialized health care program; performs related work as assigned.

CLASS CHARACTERISTICS

This class provides direct mental health nursing services and provides directional supervision for the work of professional nursing and para-professional staff on an assigned team and/or may have independent responsibility for a major specialized mental health program. This class is distinguished from the Supervising Mental Health Nurse in that the latter has primary supervisory responsibility for mental health nursing and is assigned specialized projects and programs. Medical and administrative direction is received from the Supervising Mental Health Nurse.

EXAMPLES OF DUTIES:

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification, or is similar or closely related to another duty statement.

1. Provides professional nursing care to psychiatric patients on an assigned case load in the clinic, at homes and on field visits (including encampments);
2. Collaborates on a multidisciplinary mental health team with other professionals and para-professionals in the delivery of specialized mental health services and in treatment planning;

3. Evaluates the needs of those with severe mental illness, substance use disorders, and co-morbid general medical conditions utilizing observation, patient interview, physical examination, mental status examination, and record review;
4. Observes, assesses, records, and reports the patient's behavior, condition, and response to care before, during, and after treatment and utilizes this information to re-assess and revise plan of care;
5. Develops psychiatric nursing care plans and provides nursing case management;
6. Plans strategies for solving patient care problems, establishes priorities, and coordinates activities needed to implement patient care plans;
7. Provides crisis intervention, psychoeducation, and counseling;
8. Dispenses, administers, and supervises patients' psychotropic and non-psychotropic medication and provides medication education and adherence support services;
9. Gives immunizations;
10. Explains treatment procedures to patients and provides support before, during, and after treatment;
11. Provides teaching relating to disease prevention, health promotion, treatment maintenance and rehabilitation;
12. Utilizes nursing intervention skills to prevent disease, promote healthy behavior and alleviate conditions adversely affecting the health and safety of individuals, families and the community;
13. Acts as patient liaison and advocate to external and internal medical providers and other community resources;
14. Follows up on treatment recommendations with patient and other involved agencies to ensure effective care and guidance to individuals and families;
15. Performs selected diagnostic tests under standardized procedures;
16. Acts as the team leader of a mental health nursing team with other professionals and para-professionals in the delivery of mental health nursing services;
17. Assigns patient cases and assists in the evaluation of nursing team staff;
18. Provides consultation and guidance to team members on difficult patient problems;
19. Assists in the training, orientation, supervision of nursing staff, allied health professionals, and para-professionals;
20. Coordinates division services with private, public and community voluntary health and social service agencies;
21. May conduct a specialized health care or training program or project;
22. Assists in planning and development of programs and preparation of funding proposals;
23. Monitors and evaluates programs, projects and special services and prepares a variety of periodic and special reports for appropriate management review;
24. Provides essential nursing services to other City of Berkeley departments and divisions when required to respond to a needed surge in staffing (natural disasters, outbreaks etc.);
25. Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

Note: The level and scope of the knowledges and skills listed below are related to job duties as defined under Class Characteristics.

Knowledge of:

1. Principles, practices, methods, and techniques of psychiatric nursing;
2. Basic psychotropic and other common drug indications, reactions, interactions, and contraindications;
3. Best practices for treating substance use disorders;
4. Treatment methods of common chronic and acute medical conditions;
5. Cultural competence in the application of mental health treatment;
6. Laws, rules, regulations, protocols, and requirements pertinent to psychiatric nursing;

7. Safety and infection control practices and procedures;
8. Counseling, interviewing, and crisis intervention techniques;
9. Environmental, sociological, and political problems related to mental health care;
10. Community medical and social agencies and resources;
11. Child and elder abuse and neglect and domestic violence reporting laws;
12. Basic supervisory principles and practices.

Skill in:

1. Managing a caseload and establishing priorities for case management, treatment, and referrals;
2. Performing mental health nursing assessments and selected diagnostic tests;
3. Administering prescribed treatments;
4. Exercising sound independent judgment within established guidelines;
5. Assessing health and behavior;
6. Developing effective treatment and referral plans;
7. Communicating clear and accurate information regarding patients to physicians, health providers and other health members;
8. Identifying the impact of cultural differences on community health care practices;
9. Preparing clear, complete and accurate documentation, reports, and other written correspondence;
10. Assisting in the evaluation of mental health nursing programs effectiveness;
11. Establish and maintain effective and productive relationships with those contacted during the course of work.

MINIMUM QUALIFICATIONS:

A TYPICAL WAY OF GAINING THE KNOWLEDGE AND SKILLS OUTLINED ABOVE IS:

Equivalent to graduation from a four-year accredited school of nursing and two (2) years of mental health nursing experience or a master's degree in psychology, nursing, or other relevant field. The relevant mental health nursing experience must have been completed in the past five (5) years.

OTHER REQUIREMENTS

Must possess a valid license to practice as a Registered Nurse in the state of California.

CLASSIFICATION HISTORY:

Title: Senior Mental Health Nurse
Classification Code: 24830
Classification Established: 2020.01
FLSA Status: Non-Exempt
Admin Leave / Overtime: Overtime
Representation Unit: G3
Probationary Period: 6 Months
Workers' Comp Code: 8810



Supervising Mental Health Nurse

Class Code:
9019

Bargaining Unit: Public Employees Union,
Local One

CITY OF BERKELEY
Established Date: Feb 10, 2020
Revision Date: Feb 10, 2020

SALARY RANGE

\$63.09 - \$76.68 Hourly
\$5,047.20 - \$6,134.40 Biweekly
\$10,935.60 - \$13,291.20 Monthly
\$131,227.20 - \$159,494.40 Annually

DESCRIPTION:

DEFINITION

Under general direction, supervises Mental Health Nursing and support staff who provide mental health services to community residents; performs related work as assigned.

CLASS CHARACTERISTICS

This is the supervisory and highest level in the professional mental health nursing series with responsibility for nursing program planning, development, implementation, direction, supervision, and evaluation. This class is distinguished from the Senior Mental Health Nurse by its full supervisory responsibility over all mental health nursing activities and staff. Medical and administrative direction is received from the Supervising Psychiatrist.

EXAMPLES OF DUTIES:

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification, or is similar or closely related to another duty statement.

1. Plans, organizes, directs, assigns, reviews, and evaluates the work of mental health nursing and support staff;
2. Trains, orients, and supervises nursing staff, allied health professionals, and para-professionals;
3. Participates in the development and implementation of goals, objectives, policies, and procedures for mental health nursing activities;
4. Monitors and manages work load and productivity;
5. Participates in the preparation and administration of the budget;
6. Personally performs professional nursing direct care in the areas of program responsibility;

7. Participates in the selection of staff, and provides for their training and professional development;
8. Conducts or directs the preparation of analytical studies;
9. Prepares grant funding proposals to governmental agencies and other organizations;
10. Maintains established standards of mental health nursing and ensures services are rendered in conformance with State standards for local health jurisdictions, and department policy and procedure;
11. Develops statistical information systems and analyzes data in support of program planning and development;
12. Assists in protocol development and updates Procedure and Protocol Manual;
13. Represents the City with community organizations, other agencies, and the general public;
14. Prepares a variety of periodic and/or special reports;
15. Evaluates mental health issue impacts on City programs and operations, and recommends policy and procedure improvements;
16. Provides essential nursing services to other City of Berkeley departments and divisions when required to respond to a needed surge in staffing (natural disasters, outbreaks etc.);
17. Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

Note: The level and scope of the knowledges and skills listed below are related to job duties as defined under Class Characteristics.

Knowledge of:

1. Principles, practices, methods, and techniques of psychiatric nursing;
2. Basic psychotropic and other common drug indications, reactions, interactions, and contraindications;
3. Best practices for treating substance use disorders;
4. Treatment methods of common chronic and acute medical conditions;
5. Cultural competence in the application of mental health treatment;
6. Laws, rules, regulations, protocols, and requirements pertinent to psychiatric nursing;
7. Safety and infection control practices and procedures;
8. Counseling, interviewing, and crisis intervention techniques;
9. Environmental, sociological, and political problems related to mental health care;
10. Community medical and social agencies and resources;
11. Child and elder abuse and neglect and domestic violence reporting laws;
12. Principles and practices of effective employee supervision, including selection, training, evaluation and discipline;
13. Principles and practices of program development and management, including funding sources, grant proposal writing, program evaluation and fiscal management;
14. Principles and practices of budgetary preparation, administration and control;
15. Methods and procedures for developing and evaluating program quality control assurance and effectiveness.

Skill in:

1. Managing a caseload and establishing priorities for case management, treatment, and referrals;
2. Performing mental health nursing assessments and selected diagnostic tests;
3. Administering prescribed treatments;
4. Exercising sound independent judgment within established guidelines;
5. Assessing health and behavior;
6. Developing effective treatment and referral plans;

7. Communicating clear and accurate information regarding patients to physicians, health providers and other health members;
8. Identifying the impact of cultural differences on community health care practices;
9. Preparing clear, complete and accurate documentation, reports, and other written correspondence;
10. Assisting in the evaluation of mental health nursing programs effectiveness;
11. Identifying the impact of cultural differences on community health care practices;
12. Preparing clear, complete and accurate documentation, reports, and other written correspondence;
13. Plan, implement, coordinate, and evaluate the effectiveness of public health programs;
14. Plan, organize assign, review, evaluate and direct the work of assigned staff;
15. Identify program funding sources, and prepare grant application proposals, contracts and budgets;
16. Interpret, explain and apply laws, regulations and policies relating to public health nursing programs and practices;
17. Identify and understand cultural patterns influencing community health practices;
18. Represent the City with health officials, community organizations, other agencies, and the general public;
19. Establish and maintain effective and productive relationships with those contacted during the course of work.

MINIMUM QUALIFICATIONS:

A TYPICAL WAY OF GAINING THE KNOWLEDGE AND SKILLS OUTLINED ABOVE IS:

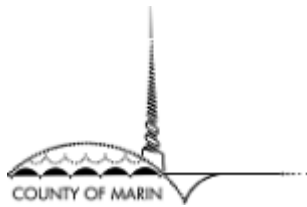
Equivalent to graduation from a four-year accredited school of nursing and three years of mental health nursing experience or a master's degree in psychology, nursing, or other relevant field. The relevant mental health nursing experience must have been completed in the past five (5) years.

OTHER REQUIREMENTS

Must possess a valid license to practice as a Registered Nurse in the state of California.

CLASSIFICATION HISTORY:

Title: Supervising Mental Health Nurse
Classification Code: 24840
Classification Established: 2020.01
FLSA Status: Exempt
Admin Leave/Overtime: Admin Leave
Representation Unit: P1
Probationary Period: 12 Months
Workers' Comp Code: 8810



Mental Health Registered Nurse

Class Code:
1449

Bargaining Unit: NURSES

COUNTY OF MARIN

Established Date: Jan 23, 1979

Revision Date: Oct 1, 2014

SALARY RANGE

\$61.83 - \$75.16 Hourly
 \$4,946.40 - \$6,012.80 Biweekly
 \$10,717.20 - \$13,027.73 Monthly
 \$128,606.40 - \$156,332.80 Annually

DEFINITION:

Under general direction, to participate as a member and/or lead worker of a multi-disciplinary team in providing professional nursing care, crisis intervention, counseling and education and case management to mentally and emotionally disturbed clients of Community Mental Health Services; and to perform related work as assigned.

CLASS CHARACTERISTICS:

This is a professional psychiatric nurse class, assigned to either a psychiatric emergency services unit or another program unit of Community Mental Health Services. Incumbents perform nursing duties in accordance with standardized procedures.

This class is distinguished from the Clinic Registered Nurse and Public Health Nurse classes in that the Mental Health Nurse provides comprehensive mental health nursing services, intervention and acute care services to mental health clients, requiring the exercise of specialized nursing skills and judgments. Medical direction is received from a licensed physician and administrative direction from a Mental Health Program Manager or Mental Health Unit Supervisor.

EXAMPLES OF DUTIES (ILLUSTRATIVE ONLY):

Note: The following duties are performed by employees in this classification; however, employees may perform related duties at an equivalent level. Each individual in the

classification does not necessarily perform all duties listed.

- Performs crisis intervention and other psychosocial rehabilitation services.
- Interviews, observes and examines clients; makes psychosocial and nursing assessments, determines treatment objectives and initiates appropriate actions; participates in the application of physical or chemical restraints as required.
- Prepares case histories and treatment plans, in consultation with physicians, psychiatrists and other health care team members; assists patient in cooperating with own treatment.
- Participates in individual, group and family psychotherapy.
- Provides skilled nursing care; dispenses, administers and monitors medications for clients as needed and performs other procedures in accordance with standardized procedures and appropriate regulations.
- Provides consultation, education and information to clients, families, support networks, community and other agencies.
- Participates in staff meetings, client and program conferences, staff development and professional growth activities.
- Documents assessments, treatments and other patient medical information.
- May assist in training and provide lead direction to subordinate staff.
- May plan, coordinate and participate in special programs/projects.
- Performs a medical screening examination and triage on admission to PES to identify emergent medical conditions.
- Ensures appropriate treatment for all identified medical conditions.

MINIMUM QUALIFICATIONS AND CERTIFICATIONS & LICENSES:

One year of professional nursing experience OR successful completion of a 6 month mental health preceptorship. This experience must be in a mental health setting appropriate to the assignment.

Certificates and Licenses

- Possession of a valid California Registered Nurse license.
- Possession of a current CPR certificate, at least at the level of BLS for Healthcare Provider.

Special Sub-class Recruitments

Recruitments for positions in this class may be conducted according to the program or department in which a vacancy exists and the special certificates, licenses and/or experience requirements of the position.

Recruitments for these positions may be conducted to include bilingual ability according to the needs of the department.

KNOWLEDGE OF:

- Principles, practices, methods and techniques of psychiatric nursing.
- Basic psychotropic and other common drug indications, reactions, interactions and contraindications.

- Best practices for treating chemical dependency and withdrawal.
- Treatment methods of common chronic and acute medical conditions.
- Cultural competence in the application of mental health treatment.
- Laws, rules, regulations, protocols and requirements pertinent to psychiatric nursing.
- Safety and infection control practices and procedures.
- Counseling, interviewing, and crisis intervention techniques.
- Environmental, sociological and political problems related to mental health care.
- Current mental health treatment approaches.
- Community medical and social agencies and resources.
- Child and elder abuse and neglect and domestic violence reporting laws

ABILITY TO:

- Provide diagnostic impressions in accordance with the current version of the DSM and recommend treatment options for mentally ill patients.
- Basic physical assessment skills.
- Exercise sound independent judgment within scope of authority and practice.
- Prepare and maintain organized, detailed and accurate medical records.
- Collaborate with other members of the health care team on an ongoing basis.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Management of assaultive behavior.



**COUNTY OF SANTA CLARA
INVITES APPLICATIONS FOR THE POSITION OF:**

Psychiatric Nurse II

An Equal Opportunity Employer

SALARY

\$72.38 - \$97.01 Hourly \$5,790.48 - \$7,760.96 Biweekly \$12,546.04 - \$16,815.41 Monthly
\$150,552.48 - \$201,784.96 Annually

ISSUE DATE: 04/26/16

FINAL FILING DATE: 05/09/16. If the Final Filing Date states "Continuous", the application filing period may close any time after ten business days from the issue date of this job announcement if sufficient qualified applications have been received. Therefore, it is important to submit your application as soon as possible.

THE POSITION

Under general supervision, to provide the full range of professional nursing and psychiatric care; to initiate and perform established nursing interventions utilizing clinical knowledge.

There are 4 different environments for Psychiatric Nurses within Santa Clara Valley Health and Hospital System.

The Acute Psychiatric Service (APS) of the Santa Clara Valley Medical Center is comprised of two psychiatric programs. Barbara Arons Pavilion (BAP) is a 50 bed acute (locked) program; and Emergency Psychiatric Services (EPS) is an outpatient psychiatric emergency and crisis stabilization program. Both programs are licensed as part of Santa Clara Valley Medical Center (VMC). The programs are located in San Jose on the VMC campus. Current vacancies are part time (0.5) and full time (1.0)

Psychiatric Nurse II are also part of Custody Health's Services. Positions available in Main Jail Mental Health Unit and on Custody Health's Behavioral Health teams. Positions in Main Jail Mental Health are on the evening and night shifts. Positions on the Behavior Health teams are on the Day shift, Mon - Friday. 8am - 5pm. One year of progressive responsible clinical experience, which included change assignments in an acute psychiatric nursing service and the ability to demonstrate possession of the qualifications necessary to successfully perform the typical tasks noted in the job description for Psychiatric Nurse II.

Candidate must be able to pass temporary and permanent security clearance (DOJ, FBI) to work in the jail.

This recruitment requires the submission of an online application. No paper applications will be accepted. Applicants must apply online at www.sccjobs.org. Computers are available at the County Government Center, 70 West Hedding Street, 8th Floor, East Wing, San Jose, CA 95110, during normal business hours, for applicants to apply online.

TYPICAL TASKS

Assessment:

- Analyzes and validates data taken from interview of patient and/or family for common relationships, revises assessments based on patient behaviors and conceptual view of

individuals;

- Assesses the competencies of personnel assigned to a specific patient group;
- Assesses the numbers and levels of personnel needed to provide nursing care for a specific patient population;
- Assesses patient care problems and utilizes this knowledge to formulate appropriate nursing interventions into patient treatment plans.
- Applies a triage method for assessing treatment priorities.

Planning:

- Establishes priorities and coordinates activities needed to implement patient care;
- Plans strategies for solving patient care problems;
- Collaborates with appropriate support personnel in the discharge planning of patients and in the appropriate referral to other mental health resources in the community;
- Assists in developing plans for teaching patients and families about the multiple requirements of proper home care. (eg: medications, follow-up care, mental health resources, etc.);

Implementation:

- Provides professional nursing care to psychiatric patients and assists in the administration of psychiatric and/or medical treatments;
- Explains treatment procedures to patients and provides support before, during, and after treatment;
- Assists in the orientation and training of new or less experienced staff as necessary;
- Assists patients in developing skills for daily living;
- Administers psychiatric medications with a thorough understanding of their indications, contraindications, side effects, and adverse reactions;
- Teaches the patient and family how to follow psychiatric treatments after discharge (eg: medication reactions, dietary changes, etc.);
- Teaches family to recognize signs/symptoms of decompensation and appropriate interventions in the event that this occurs in the psychiatric patient;
- Performs mental status examinations and crisis interventions and makes recommendations for further treatment as necessary.
- Leads or co-leads group therapy sessions;
- Collaborates with appropriate personnel in performing new procedures and/or in functioning in unfamiliar situations;
- Maintains a safe and supportive environment;
- Acts as a liaison between patient and physician;
- Assumes a leadership role in emergency situations and monitors the work of nursing staff and directing the care of patients in a single unit;
- Applies counseling skills to encourage socially acceptable behavior;

- Physically restrains combative patients following accepted standards of practice;

Evaluation:

- Evaluates patient response to care and utilizes this information to re-assess and revise plan of care;
- Evaluates interventions made by less experienced staff and makes modifications where necessary;
- Observes, assesses, records, and reports the patient's behavior, condition, and reaction before, during, and after treatment;
- Evaluates outcomes of emergency situations and provides support for staff and patients involved.

EMPLOYMENT STANDARDS

Possession of a valid license as a registered nurse in the state of California and one year (*2080 Hours) of progressively responsible clinical experience, which included charge assignments in an acute psychiatric nursing service and the ability to demonstrate possession of the qualifications necessary to successfully perform the typical tasks noted above.

*2080 hours equals one full time year

PHYSICAL REQUIREMENTS

VETERANS PREFERENCE INFORMATION: Any veteran who has submitted a copy of their DD214 form, and received a discharge of other than dishonorable, from the armed forces showing service in any branch of the United States military will be given a preferential credit of five percent (ten percent for those identified as disabled veterans), after attaining a passing examination score for a numerically scored examination, as applicable by Memorandum of Understanding.

THE EXAMINATION PROCESS: The examination process may include one or more of the following: application review, application appraisal, preliminary competitive rating, performance test, written test, and/or oral interview examination.

This recruitment may require completion of Supplemental Questions in order to evaluate your education, training and experience relative to the required knowledge and abilities for the position you are applying for.

Your responses to the questions may also be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria. Your answers should be as complete as possible, as no additional information will be accepted from applicants once the Competitive Rating evaluation has begun.

*New Hires shall be subject to a pre-employment criminal background check.

DISASTER SERVICE WORKERS: Under California law, all County employees are designated as Disaster Service Workers (DSW). In the event of a catastrophic event, County employees may be expected to fulfill emergency action assignments. As DSW's, they may be assigned to assist in any disaster service activity that promotes the protection of public health and safety and preservation of lives and property.

INFORMATION ON PERS CONTRIBUTION: For new members, salaries above a limitation imposed by federal law (that limit is \$134,974 for 2022): (1) neither the County nor the employee will make contributions to PERS on the portion of salary that exceed the limit, and (2) the portion of the salary that exceeds the limit is not used by PERS to calculate the retirement benefit. For current members, the limit is \$305,000 for 2022.

An Equal Opportunity Employer: The County of Santa Clara is an inclusive workplace, where employees are valued and respected for their different perspectives, experiences, backgrounds, and contributions. We are a proud equal opportunity employer that fosters a workforce that is as diverse as our community. Applicants will receive consideration for employment without regard to race, religion, color, national origin, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender, gender identity, gender expression, transgender status, sexual stereotypes, age, status as a protected veteran, status as an individual with a disability, other applicable legally protected characteristics, or criminal histories (consistent with applicable federal, state, and local law).

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<http://www.sccjobs.org/>

OR

70 W. Hedding Street, 8th Floor, East Wing
San Jose, CA 95110

EXAM #16-S57-C
PSYCHIATRIC NURSE II
LG

Psychiatric Nurse II Supplemental Questionnaire

- * 1. Do you have an active California Registered Nurse License?
 - Yes
 - No
- * 2. Do you have at least one year of acute psychiatric hospital experience in the last three years as a RN?
 - Yes No
- * 3. What is your highest level of Nursing Education?
 - AA/ AS/ Diploma, Clinical Practicum concurrent with theory in a non-accredited Joint Commission acute care hospital
 - BSN, Clinical Practicum concurrent with theory in a non-accredited Joint Commission acute care hospital
 - AA/ AS/ Diploma, Clinical Practicum concurrent with theory in an accredited Joint Commission acute care hospital
 - MEPN with RN license pursuing MS
 - BSN, Clinical Practicum concurrent with theory in an accredited Joint Commission acute care hospital
 - MSN
- * 4. Are you currently working as a RN in an acute Psychiatric hospital?
 - Yes
 - No
- * 5. Are you currently working as a RN in an Psychiatric ambulatory care setting?
 - Yes
 - No
- * 6. Indicate the number of years you've worked as a Psychiatric RN in an Joint Commission Accredited Psychiatric Acute Care hospital. Do not include years while in nursing school
 - No Acute Care experience
 - Less than 1 year
 - 1-2 years
 - 2-3 years
 - 3-4 years

- 4-5 years
 - 5 + years
 - 10+years
- * 7. Indicate the location of your current RN nursing role
- Inpatient Acute Care Hospital
 - Ambulatory Care Clinic
 - Sub Acute Care Hospital
 - Surgery Center
 - Long Term Care
 - No prior RN nursing experience
 - Home Care
 - Hospice
 - Dialysis Center
- * 8. Describe the psychiatric population you are currently involved in providing care.
- * 9. Indicate which unit you are willing to work
- Emergency Psychiatric Services
 - Acute Psychiatric Services
 - Main Jail Mental Health
 - Behavior Health Teams
- * 10. Psychiatric Nurses are also needed in Custody Health Services. Would you be interested in an opportunity in Custody Health?
- Yes
 - No
- * 11. Please identify the hospital you are currently working at. If none, please select n/a.
- El Camino
 - Fremont
 - Good Samaritan
 - Kaiser
 - O'Connor
 - San Francisco General
 - San Jose Regional
 - St Louise
 - Stanford
 - VA Health Care System
 - Washington
 - Other
 - N/A
- * Required Question

COUNTY OF SOLANO
MENTAL HEALTH NURSE

DEFINITION

Performs professional nursing duties including assessment, treatment, and dispensing medication; manages, instructs, and refers mentally and emotionally disabled clients; may work with children, teens and/or adults.

CLASS CHARACTERISTICS

This is the journey level classification, characterized by the responsibility to perform nursing duties in the mental health clinical environment. Uses independent judgement to provide input as a member of a treatment team. Employees work within a framework of established procedures.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Nursing Supervisor or Program Manager.

May provide technical assistance to lower level or newly hired employees.

EXAMPLES OF DUTIES *-Duties may include but are not limited to the following:*

Conducts intake interviews of new clients; records health information family history and reason for referral; interviews patient and, as necessary, others to obtain information needed in diagnoses, treatment and supervision.

Dispenses and administers medications as prescribed; consults with physician regarding client response and case history; counsels clients regarding use and abuse of medications; assists in establishing procedures for obtaining and returning medications; inventories and orders medications; may be involved in the use, troubleshooting, and training medical, nursing and technician staff on the use of a medication dispensing unit.

Participates in the assessment of clients needs with doctors, social workers and other members of a mental health treatment team; consults with family members, teachers, probation officers and representatives of other agencies on diagnostics treatment and case disposition matters.

Monitors patients general health status; obtains and records vitals; performs various screening and diagnostic tests; obtains, submits and reviews results of laboratory tests.

Participates in individual, group and/or family treatment sessions; conducts brief, spontaneous individual counseling of patients and family members; encourages physical health by teaching clients on various health and safety related issues.

Plans, develops and implements programs designed for client education and rehabilitation; provides follow-up on medical needs.

Prepares reports for representatives of support service agencies to assist clients and their families in obtaining needed services; prepares client progress notes and summaries.

Performs various related tasks; documents and reports necessary information to police or probation officers; completes required forms and documents; demonstrates desired behaviors and communications techniques.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Medicines, narcotics and psychotropic drugs used in the treatment of mentally disabled patients.

Laws governing the care and treatment of the mentally disabled.

Operation of community mental health programs.

General nursing principles, methods and techniques.

Medical and psychiatric nursing principles and practices.

Principles and techniques of counseling and interviewing.

Crisis intervention and individual, group and family therapy techniques.

Emotional growth and development.

Techniques for managing potentially violent behavior.

Skills to:

Utilize basic office equipment.

Uses medical supplies and equipment.

Ability to:

Independently perform nursing care and supervision of mentally and emotionally disabled.

Interview patients to obtain medical histories, treatment, response information and other data needed in patient diagnosis, treatment and supervision.

Develop treatment plans.

Work with mentally ill individuals.

Establish rapport and communicate with mentally disabled individuals.

Establish and maintain effective and productive communication with other mental health professionals.

Distinguish between physically and emotionally related illnesses.

Determine the appropriate course of action in emergency or stressful situations.

Research regulations, procedures and/or technical reference materials.

Perform triage for the most severe cases, and make referrals to local and regional providers of social, medical and/or other specialized services.

Co-lead group counseling sessions.

Maintain confidentiality of information.

Experience and Education/Training

Experience:

Two years of psychiatric nursing or community mental health nursing experience.

Education/Training:

Associate's degree in Nursing or diploma in Nursing from a three year RN program.

SPECIAL REQUIREMENTS

Possession of or ability to obtain a valid Class C California driver's license may be required.

Possession of a valid license to practice as a Registered Nurse in the State of California.

Possession of a current CPR certificate.

SUPPLEMENTAL INFORMATION

Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Section 11166 of the California Penal Code relating to child abuse reporting.

Candidates for some positions in this class will be required to pass a background investigation in accordance with applicable law, regulation and/or policy.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Incumbents must be able to work in an environment that may include exposure to communicable disease, violence, or a hostile environment.

Revised Date: November 2002

BOS Date: June 30, 2003

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COUNTY OF SONOMA (CA)
 Established Date: Jun 1, 1972
 Revision Date: Sep 19, 2019

PSYCHIATRIC NURSE

Bargaining Unit: SEIU-80

Class Code:
2091

SALARY RANGE

\$45.26 - \$55.02 Hourly
 \$3,633.19 - \$4,416.67 Biweekly
 \$7,871.92 - \$9,569.45 Monthly
 \$94,463.05 - \$114,833.34 Annually

DEFINITION:

Under direction, provides psychiatric nursing and other behavioral health care to individuals with mental health and/or substance use disorders.

Distinguishing Characteristics

Psychiatric Nurse is a journey level class in which incumbents provide nursing care to clients within Department of Health Services' Behavioral Health programs. Psychiatric Nurse is distinguished from other nurse classifications by the provision of comprehensive mental health nursing services, interventions, and acute care services to behavioral health clients, requiring specialized nursing skills.

TYPICAL DUTIES:

Duties include, but are not limited to, the following:

Provides professional nursing care to clients in an assigned program of the Behavioral Health Division; takes and records vital signs; provides medication management services including administration, assistance with adherence, and monitoring of efficacy and side effects; provides medical case management services; conducts individual and/or group psycho-education; and documents interventions and client responses.

Assists clients with adjusting to program routines; observes clients on a regular basis; and may participate in reporting at change of shift.

Provides direction on client care to licensed/certified and para-professional program staff; takes a lead role to ensure a safe, clean, and secure working environment is maintained; assists with the orientation and training of staff in program operations, policies, and procedures.

Accepts report of previous shift and updates new admissions and medications as needed; counts narcotics; makes appropriate nursing notes on clients' charts and takes verbal medication orders from prescribers; transcribes medication orders onto medication administration record; and ensures the accuracy and completeness of client medical records.

Depending on program assignment, accepts crisis and other client referrals from law enforcement, emergency rooms, and other agencies; coordinates the flow of clients into and out of a facility; monitors and adjusts staff to client ratio; and documents medical history/screening.

Performs crisis intervention and general supportive counseling; may screen and evaluate clients in crisis to determine types of services needed; arranges for emergency detention when a client is in danger to themselves or others.

Performs mental status and physical assessment examinations on clients to determine needs; determines need for and directs or participates in the application of physical restraints.

Communicates with private psychiatrists, families, board and care operators, and other County agencies regarding clients or potential clients; counsels clients and their families regarding mental health symptoms, medication, and treatment.

Counsels clients in individual and group settings.

Encourages and, on occasion, assists clients with activities of daily living, makes beds, and prepares meals when needed.

May perform blood withdrawals for laboratory analysis.

Attends required meetings, in-service sessions, and educational programs.

Performs related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

Working knowledge of: principles, techniques, and trends of behavioral health with particular reference to mental health and substance use disorder diagnoses and treatment, human development, motivation, personality, learning, individual and cultural differences, adaption, and social interaction; psychiatric rehabilitation, Trauma-Informed Care, and Recovery-Oriented Care; modern methods, techniques, and procedures used in general and professional psychiatric nursing; medical and psychiatric terminology, equipment and facilities.

Knowledge of: the uses and effects of medicines and narcotics; laws governing treatment of involuntary clients; rehabilitation and counseling techniques; and skill in observing and recording client behavior; the principles and techniques of psychiatric and social assessment and evaluation; the methods and techniques of physical restraints; community agencies, resources, and services.

Ability to: provide effective psychiatric nursing care to clients with behavioral health needs; exercise patience and judgment in recognizing symptoms indicative of adverse client reactions; follow oral and written directions of a technical and professional nature in exact detail; communicate client history and needs accurately and succinctly; develop and maintain the confidence and cooperation of clients with behavioral health challenges; effectively intervene and direct staff in emergency situations; establish and maintain effective working relationships with other departmental staff and representatives of other agencies; administer treatment plans, medicines, and narcotics as prescribed; communicate with clients and their families empathetically and compassionately; prepare, interpret, and maintain accurate nursing records and reports; write progress notes to Medi-Cal standards; occasionally restrain clients; stand and walk for long periods; work under psychological and physical strain; and lift or move heavy objects on an occasional basis.

MINIMUM QUALIFICATIONS:

Education and Experience: Any combination of training and experience which would provide an opportunity to acquire the knowledge and abilities listed. Normally, this would include graduation from an accredited school of nursing.

Professional License: Possession of a current California license as a Registered Nurse (RN). RN license must be maintained as a condition of employment in this classification. Possession of current CPR and First Aid certifications is desirable.

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



SF | Careers

Registered Nurse [Psychiatric Care] - DPH (2320)

1001 Potrero Ave, San Francisco, CA 94110, USA

Full-time

Exam Type: Continuous

Eligible List Type: Entrance

Certification Rule: Rule of the List

Fill Type: Permanent Civil Service

Job Code and Title: 2320-Registered Nurse

Company Description

Job Code and Title: 2320 - Registered Nurse (Psychiatric Care)

Exam Type: Continuous Class Based Test

Eligible List: Entrance

Certification Rule: Rule of the List

Appointment Type: Permanent Civil Service

Work Hours: Varied. Days, evening, nights, weekends and/or holiday shifts may be required, depending on position and operational needs of department.

Location: The location will vary based on program area.

Compensation: \$71.96 - \$95.86 hourly/\$12,473 - \$16,616 monthly/\$149,682-\$199,394 Annually

If you have any questions regarding this recruitment or application process, you may contact **Tara Stevens** by email at Tara.Stevens@sfdph.org.

APPLICATIONS WILL BE ACCEPTED CONTINUOUSLY BASED ON DEPARTMENT HIRING NEEDS.

This recruitment is used to fill permanent Part Time and Full Time RN positions for this specialty.

For Per Diem RN opportunities, please check out our Per Diem Special Nurse recruitment.

All qualified applicants will be required to submit verification (proof) of qualifications prior to appointment.

The Mission of the San Francisco Department of Public Health (SFPDH) is to protect and promote the health of all San Franciscans. SFPDH strives to achieve its mission through the work of two main Divisions - the San Francisco Health Network and Population Health.

The San Francisco Health Network is the City's only complete system of care and has locations throughout the City, including Zuckerberg San Francisco General Hospital and Trauma Center, Laguna Honda Hospital and

Rehabilitation Center, and over 15 primary care health centers.

Powered by
Zuckerberg San Francisco General Hospital and Trauma Center (ZSFG) is an essential part of San Francisco's
Health Care System (Data Processor) serving some 100,000 patients each year and providing 20 percent of the city's inpatient
care. Recognized as one of the nation's top hospitals, we serve the community with a full complement of
inpatient, outpatient, emergency, diagnostic and psychiatric services for adults and children 24-hours a day.

Job Description

ESSENTIAL DUTIES:

Under general direction, the Registered Nurse in the Psychiatric Nursing specialty performs professional nursing duties. Essential functions include:

- Performs nursing assessment of clients
- Implements medical care plans
- Directs and supervises the patient care provided by the nursing personnel
- Maintains standard unit activities
- Performs other related duties as assigned/required

Qualifications

1. Possession of a valid permanent/temporary (including interim permit) California Registered Nurse License; **AND**

2A. One (1) year of verifiable experience (equivalent to 2,000 hours) within the last three (3) years as a Registered Nurse in a Psychiatric Unit/Clinic and/or Mental Health Center **OR**

2B. Completion of a senior preceptorship in psychiatric nursing

The above minimum qualifications reflect special conditions associated with the position(s) to be filled. They may differ from the standard minimum qualifications associated with this classification.

***Note:** One year full-time employment is equivalent to 2,000 hours (2,000 hours of qualifying work experience is based on a 40 hour work week). Any overtime hours that you work above 40 hours per week are not included in the calculation to determine full-time employment.

Cardiopulmonary Resuscitation (CPR) Certificate Requirement/Provision:

Possession of a valid Cardiopulmonary Resuscitation (CPR) Certificate issued by the American Heart Association is required as a provision to employment for all positions. Eligibles who do not possess such a certification may participate in this examination process and be appointed to a position(s), but will be required to obtain the certificate within two (2) weeks of hire date and maintain validity throughout length of employment. A photocopy of the valid Cardiopulmonary Resuscitation (CPR) Certificate must be provided to the appropriate supervisor of the appointment within the allotted time frame. Failure to demonstrate/show proof of possession of valid certification within two (2) weeks of hire date and throughout length of employment may result in dismissal and/or termination of employment.

As of October 14, 2016, in order to place you at the appropriate salary step your application must contain verifiable RN employment history for up to 21 years. A resume cannot substitute for the need to fully

complete your employment application. [Information regarding salary placement](#)

Verification of Experience and Education - Applicants may be required to submit verification of qualifying education and experience, at any point in the application, examination or departmental selection processes. Verification of work experience typically must be on the employer's letterhead, and must include the applicant's name, job title, description of job duties, dates of service, and signature of the employer. San Francisco City and County employees do not need to submit verification of their City employment, but must submit verification of outside experience. San Francisco City and County employees will not receive credit for experience obtained outside of their classification unless recorded in accordance with the provisions of the Civil Service Rule 110.9.1. For information on how to verify education requirements, please visit [How to Verify Education Requirements](#).

Licensure/Certification/Registration: Valid licensure/certification/registration as a requirement to perform the job must be kept current throughout length of employment. Failure to demonstrate/show proof of possession of required valid licensure/certification/registration may result in dismissal and/or termination of employment.

- [California Registered Nurse \(RN\) Licenses](#)

Condition of Employment: Highest Educational Achievement

Due to the Clinical Laboratory Improvement Amendment 1988, all applicants who are selected for a position will be required to provide verification of highest level of education achieved. Applicants must meet one of the following conditions:

1. Have earned a doctoral, master's, or bachelor's degree in a chemical, physical, biological or clinical laboratory science (including nursing), or medical technology from an accredited institution; **OR**
2. Have earned an associate degree in a chemical, physical or biological science (including nursing) or medical laboratory technology from an accredited institution.

Note: Falsifying one's education, training, or work experience or attempted deception on the application may result in disqualification for this and future job opportunities with the City and County of San Francisco

Note: Please be very clear in your application how you meet the Minimum Qualifications of this position. Applications that do not appear to meet the Minimum Qualifications may not move forward in the recruitment process.

Additional Information**Application Deadline - Continuous**

Minimum Qualification Supplemental Questionnaire (MQSQ) (Weight: Qualifying): Candidates will be required to submit an MQSQ at any point in the application, examination or departmental selection process. **Applicants must also complete the Preliminary Questions.** This MQSQ is designed to obtain specific information regarding an applicant's experience in relation to the Minimum Qualifications for this position. Applicants must also complete the official application. **It is essential that applicants provide complete information in identifying their education, experience and training.** The MQSQ will be used to evaluate if the applicant possesses the required minimum qualifications. Please provide proof of your licenses, certifications, and Senior Preceptorships, if applicable.

Training and Experience Evaluation/Supplemental Questionnaire (SQ) (Weight: 100%): The SQ will be sent to those qualified candidates who demonstrate to meet the minimum qualifications. Candidates will be

required to submit the completed SQ in the time frame indicated and responses on the SQ cannot be changed once submitted. A passing score must be achieved on the SQ in order to be placed/ranked on the Eligible List. Candidates will be placed in rank order according to their final score on the SQ. After the confidential eligible list/score report is adopted, the department may administer additional selection procedures to make a final hiring decision. The SQ is designed to measure knowledge, skills and/or abilities in job-related areas that have been identified as critical for satisfactory performance in this position. All relevant experience, education and/or training must be included in the application to be reviewed during the scoring process. The department may administer additional position-specific selection procedures to make final hiring decisions.

CONTINUOUS RECRUITMENT/ELIGIBLE LIST:

The City and County of San Francisco tests continuously for Class 2320 Registered Nurse. Please note that an eligible list is established for each Class 2320 Registered Nurse specialty area. Candidates interested in multiple specialty areas must apply separately to each recruitment.

Any applicant whose application is deemed not qualified may reapply after 3 months upon successfully meeting the minimum qualifications for the given specialty area.

Names of successful candidates will be added to the existing eligible list with an eligibility period of twelve (12) months. Candidates are not allowed to reapply during their 12-month eligibility period. Names are removed from a continuous list at the end of the eligibility period. Candidates do not have the option to automatically extend their eligibility. If you wish to reapply after your eligibility expires, return to the announcement for the specialty area that you are interested in. Please note, reapplying is not permitted while your name is still on the eligible list.

Note: Successful candidates will be placed on the eligible list in rank order according to their final score on the Supplemental Questionnaire. This score is valid for twelve (12) months. Although your score will not change during your eligibility period, your rank on the eligible list may change when a new eligible list is established.

A confidential eligible list of applicant names that have passed the civil service examination process will be created, and used for certification purposes only. An examination score report will be established, so applicants can view the ranks, final scores and number of eligible candidates. Applicant information, including names of applicants on the eligible list, shall not be made public unless required by law. However, an eligible list shall be made available for public inspection, upon request, once the eligible list is exhausted or expired and referrals resolved.

To find Departments which use this classification, please see <https://sfdhr.org/sites/default/files/documents/ASO-Level-Chart.pdf?documentID=21246>.

Eligible List: The eligible list resulting from this examination is subject to change after adoption (e.g., as a result of appeals), as directed by the Human Resources Director or the Civil Service Commission.

All your information will be kept confidential according to EEO guidelines.

Terms of Announcement: The terms of this announcement may be appealed under Civil Service Rule 110.4. Information concerning other Civil Service Commission Rules involving announcements, applications and examination policies, including applicant appeal rights, can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/rules>.

Electronic Health Record (EHR) The Department of Public Health (DPH) is implementing a unified Electronic Health Record (EHR) system and DPH employees must demonstrate competency in the use of the system that is appropriate for their classification as a condition of employment.

Personal Protective Equipment (PPE) Some positions in the Department of Public Health will require the use of personal protective equipment (PPE), including but not limited to gloves, gowns, eye and face protection, and face-fitting respirators. The requirement for the use of PPE may come on short or no notice. Facial hair or any condition that interferes with a face-fitting respirator's seal (i.e., weakens the seal between the respirator and the wearer's bare skin) is not permitted when face-fitting respirators are worn, including during initial or periodic respirator fit-testing. Employees who choose not to shave and do not have either American Disabilities Act (ADA) or Equal Employment Opportunity (EEO) Accommodations do not have the right to alternate work assignments or the option of using a loose-fitting Powered Air Purifying Respirator (PAPR) in place of a Face Fitting Respirator

Statement on Equity, Diversity, and Inclusion: At the City and County of San Francisco, we share a commitment to a diverse, inclusive and equitable community. Each member of our organization is responsible and accountable for what they say and do to make San Francisco an inclusive and equitable place to live and work by employing fair and just practices to and for all. [Diversity Statement](#)

Medical Examination/Drug Testing:

Prior to appointment, at the Department's expense, applicants may be required to take a tuberculosis (TB) screening test, a medical examination and/or drug test. [Medical Examination Information](#)

Note on ICARE: Willingness to uphold/abide by ZSFG's ICARE (I-Introduce, C-Connect, A-Ask, R-Respond, E-Exit) philosophy for employee and patient interactions

[Information About the Hiring Process](#)

[Conviction History](#)

[Employee Benefits Overview](#)

[Equal Employment Opportunity](#)

[Disaster Service Worker](#)

[ADA Accommodations](#)

[Veteran's Preference](#)

[Seniority Credit in Promotional Examinations](#)

[Right to Work](#)

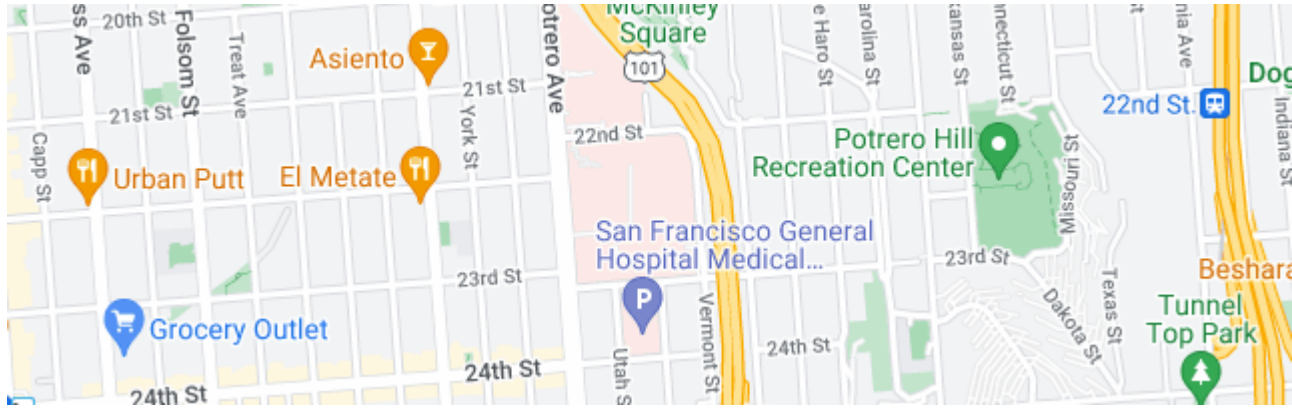
[Copies of Application Documents](#)

[Diversity Statement](#)

CONDITION OF EMPLOYMENT: All City and County of San Francisco employees are required to be fully vaccinated against COVID-19 as a condition of employment. Someone is fully vaccinated when 14 days have passed since they received the final dose of a two-shot vaccine or a dose of a one-shot vaccine. Any new hire must present proof of full vaccination status to be appointed. Any new hire who will be routinely assigned or occasionally enter High-Risk Settings, must provide proof of having received a COVID-19 booster vaccine by March 1, 2022, or once eligible.

The City and County of San Francisco encourages women, minorities and persons with disabilities to apply. Applicants will be considered regardless of their sex, race, age, religion, color, national origin, ancestry, physical disability, mental disability, medical condition (associated with cancer, a history of cancer, or genetic characteristics), HIV/AIDS status, genetic information, marital status, sexual orientation, gender, gender identity, gender expression, military and veteran status, or other protected category under the law.

Job Location



[Cookies Settings](#)



Community Mental Health Nurse

Class Code:
F049

Bargaining Unit: CNA: Registered Nurses(N25)

COUNTY OF SAN MATEO
Revision Date: Jul 19, 2016

SALARY RANGE

\$71.82 - \$80.30 Hourly
\$5,745.60 - \$6,424.00 Biweekly
\$12,448.80 - \$13,918.67 Monthly
\$149,385.60 - \$167,024.00 Annually

DEFINITION:

Under general supervision and as an interdisciplinary team member, provide crisis intervention services, conduct home visits for assessment and follow up purposes, perform initial intake assessments, provide medication therapy, provide psychoeducation to clients and families and provide individual group and family counseling and psychotherapy to clients as appropriate.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

- Perform initial intake assessments and formulate diagnoses.
- Provide case management services.
- Conduct individual, group and family therapy sessions.
- Participate in diagnostic and treatment aspects of patient care with interdisciplinary care team; assess progress of clients on a selected basis and propose treatment plan modifications.
- Dispense, administer and supervise clients' medication.
- Establish and utilize knowledge of community resources for mentally or emotionally unstable clients.
- Interview patient and relatives in order to gather case history data.
- Observe, record and report clinically significant changes in the client's condition.
- Participate in individual client and program conferences, staff development, and professional growth activities.
- Provide crisis intervention services including evaluating clients and referring clients to appropriate resources.
- Conduct home visits.
- Provide physical and mental health information services on a formal or informal basis.
- Participate in the development, implementation and evaluation of mental health service programs.
- Provide psychoeducation to clients and families.

- Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Current psychiatric nursing practices including psychopharmacology and the medical issues associates with serious mental illness and related medical theory.
- Behavioral health needs of adults with serious mental illness and co-occurring disorders.
- Principles of psychiatric rehabilitation and recovery.
- Principles of hygiene, nutrition, parenting and related health practices.
- Social and physical aspects of mental and emotional disturbances.
- Basic techniques and dynamics of individual and group therapy.
- Community resources available for treatment of clients.
- Current nursing and related medical therapy.
- Laws that govern psychiatric mental health nursing and the treatment of the mentally ill.
- Principles of psychiatric rehabilitation.

Skill/Ability to:

- Provide individual and group skill-based psychoeducation.
- Work in an outpatient community mental health setting and within a multidisciplinary team as a direct service provider.
- Engage, establish and maintain productive working relationships with families and consumers.
- Apply the techniques used in individual and group therapy.
- Develop and evaluate creative approaches to the assessment, treatment and rehabilitation for individuals with severe emotional problems and serious mental illness.
- Obtain and record social, physical, educational and work histories.
- Write clear, accurate and concise reports.
- Conduct group and individual counseling.
- Establish and maintain the confidence and cooperation of clients.
- Speak effectively before groups.

Education:

Bachelor's degree in Nursing.

Experience:

One year of nursing experience in outpatient community mental health setting.

Licensure/Certification:

California license as a Registered Nurse.

DATE ESTABLISHED/REVISED:

Est 3-2-1973

Rev: 3-24-1998, 7-19-2016

How to become an RN in California


The path you follow to pursue a career as an RN depends on your level of education and your career goals, but the general steps for becoming a nurse in California include:

1. Explore your RN program options

The first step in becoming a nurse is learning about your educational options. Many colleges and universities in California offer registered nursing programs, but you can choose from a few paths based on your current level of education and your career goals. Here are the three RN program options you can consider:

Associate Degree in Nursing

High school graduates and entry-level professionals often choose to pursue an Associate Degree in Nursing (ADN). You can find ADN programs at community colleges, and they typically take two years to complete. This RN program may be a good fit for you if you don't already have a degree in another field and you want to get started in your nursing career as soon as possible. An ADN also allows you to gain experience in the field, which may be beneficial if you choose to further your education in the future.

Related: [What Can You Do With an Associate Degree in Nursing?](#) 

Bachelor of Science in Nursing

The Bachelor of Science in Nursing (BSN) is a popular RN program because it provides in-depth instruction in nursing theories, concepts and practices. It takes approximately four years to complete, and you can enroll in a BSN program at many universities in California. If you already have an ADN, you can enroll in a bridge program, which allows you to advance from an ADN to a BSN in about two years. Some people choose a BSN program because many employers prefer candidates who have a BSN, and this degree can help nurses pursue career advancement opportunities.

Read more: [What Is a BSN Degree in Nursing and Is It Worth Getting?](#) 

Entry-Level Master of Science in Nursing

If you already have an undergraduate degree in a different field and want to pursue a job in nursing as a career changer, you can complete an Entry-Level Master of Science in Nursing (ELMSN) program. Several California universities offer ELMSN programs, which allow you to expand on your current professional skills and knowledge to become an RN. This program generally takes between 18 months and three years, depending on your goals. Earning an ELMSN can prepare you for many practical roles in the field and may help pursue advancement opportunities.

[Home](#) | [Education](#) | [RN Programs](#)

ALERT: The Board is aware of the closure of Brightwood College and will provide additional information as soon as it's available. In the meantime, please contact the **Office of Student Assistance & Relief at the Bureau for Private Postsecondary Education** with any questions or concerns.

Pre-Licensure RN Programs

Pre-licensure registered nursing programs in California must be approved by the BRN. The purpose of approval is to ensure the program's compliance with statutory and regulatory requirements.

[Associate Degree Programs](#)

[Baccalaureate Degree Programs](#)

[Entry Level Master's Degree Programs](#)

[Pre-Licensure RN Programs](#) PDF

Associate Degree Programs

* Denotes Private Schools / ** See School Website for Campus Information

LVN = Admits LVNs Only

School Name	Street Address	City	Zip Code	Phone Number	L V N
Allan Hancock College	800 South College Drive	Santa Maria	93454	(805) 922-6966 x3543	X
* American Career College **Campuses: Los Angeles; Ontario	4021 Rosewood Ave.	Los Angeles	90004	(323) 668-7555	
American River College	4700 College Oak Drive	Sacramento	95841	(916) 484-8254	
Antelope Valley College	3041 West Avenue K	Lancaster	93536-5426	(661) 722-6300	

School Name	Street Address	City	Zip Code	Phone Number	L V N
				x6402	
Bakersfield College	1801 Panorama Drive	Bakersfield	93305	(661) 395-4282	
Butte Community College	3536 Butte Campus Drive	Oroville	95965	(530) 879-4338	
Cabrillo College	6500 Soquel Drive	Aptos	95003	(831) 479-6280	
*California Career College	7003 Owensmouth Avenue	Canoga Park	91303	(818) 710-1310	
*Career Care Institute	43770 15th St. West, Ste. 115	Lancaster	93534	(661) 942-6204	
*Carrington College	8909 Folsom Boulevard	Sacramento	95826	(916) 361-1660	X
Cerritos College	11110 Alondra Boulevard	Norwalk	90650	(562) 860-2451 x2551	
Chabot College	25555 Hesperian Boulevard	Hayward	94545	(510) 723-6896	
Chaffey College	5885 Haven Avenue	Rancho Cucamonga	91737	(909) 652-6671	
Citrus College	1000 West Foothill Boulevard	Glendora	91741	(626) 914-8791	
City College of San Francisco	50 Frida Kahlo Way, Box 340	San Francisco	94112	(415) 239-3218	
College of Marin	835 College Avenue	Kentfield	94904	(415) 485-9319	
College of San Mateo	1700 West Hillside Boulevard	San Mateo	94402	(650) 574-6218	

School Name	Street Address	City	Zip Code	Phone Number	L V N
College of the Canyons	26455 Rockwell Canyon Road	Santa Clarita	91355	(661) 362-3369	
College of the Desert	43-500 Monterey Avenue	Palm Desert	92260	(760) 568-3093	
College of the Redwoods **Campuses: Eureka; Del Norte	7351 Tompkins Hill Road	Eureka	95501	(707) 476-4214	
College of the Sequoias	915 South Mooney Boulevard	Visalia	93277	(559) 730-3732	
College of the Siskiyou	2001 Campus Drive	Yreka	96097	(530) 841-5929	X
Compton College	1111 E. Artesia Boulevard	Compton	90221	(310) 900-1600	
Contra Costa College	2600 Mission Bell Drive	San Pablo	94806	(510) 215-4103	
Copper Mountain College	6162 Rotary Way, PO Box 1398	Joshua Tree	92252	(760) 366-3791 x5801	
Cuesta College	PO Box 8106	San Luis Obispo	93403	(805) 546-3119	
Cypress College	9200 Valley View Street	Cypress	90630	(714) 484-7283	
De Anza College	21250 Stevens Creek Boulevard	Cupertino	95014	(408) 864-5618	
East Los Angeles College	1301 Avenida Cesar Chavez	Monterey Park	91754	(323) 265-8896	
El Camino College	16007 Crenshaw Boulevard	Torrance	90506	(310) 900-1600 x2700	
Evergreen Valley College	3095 Yerba Buena Road	San Jose	95135	(408) 270-6448	

School Name	Street Address	City	Zip Code	Phone Number	L V N
Fresno City College	1101 East University Avenue	Fresno	93741	(559) 244-2604	
Gavilan College	5055 Santa Teresa Boulevard	Gilroy	95020	(408) 848-4883	X
Glendale Community College	1500 North Verdugo Road	Glendale	91208	(818) 551-5270	
Golden West College	15744 Goldenwest Street	Huntington Beach	92647	(714) 895-8285	
Grossmont College	8800 Grossmont College Drive	El Cajon	92020	(619) 644-7301	
*Gurnick Academy of Medical Arts	7335 North Palm Bluffs Avenue	Fresno	93711	(559) 222-1903	
Hartnell College	411 Central Avenue B-219	Salinas	93901	(831) 770-6146	
Imperial Valley College	380 East Aten Road	Imperial	92251	(760) 355-6348	
Long Beach City College	4901 East Carson Street	Long Beach	90808	(562) 938-4166	
Los Angeles City College	855 North Vermont Avenue	Los Angeles	90029	(323) 953-4000 x2065	
Los Angeles County College of Nursing & Allied Health	1237 North Mission Road	Los Angeles	90033	(323) 409-5911	
Los Angeles Harbor College	1111 Figueroa Place	Wilmington	90744	(310) 233-4262	
Los Angeles Pierce College	6201 Winnetka Avenue	Woodland Hills	91371	(818) 719-6477	
Los Angeles Southwest College	1600 West Imperial Highway	Los Angeles	90047	(323) 241-5461	

School Name	Street Address	City	Zip Code	Phone Number	L V N
Los Angeles Trade-Tech College	400 West Washington Boulevard	Los Angeles	90015	(213) 763-7175	
Los Angeles Valley College	5800 Fulton Avenue	Valley Glen	91401	(818) 947-2559	
Los Medanos College	2700 East Leland Road	Pittsburg	94565-5197	(925) 473-7756	
Madera Community College	30277 Avenue #12	Madera	93638	(559) 675-4800	X
*Marsha Fuerst School of Nursing **Campuses: Glendale; San Diego; Bakersfield	240 N. Brand Blvd., Lower Level	Glendale	91203	(800) 639-3384	
Mendocino College	1000 Hensley Creek Road	Ukiah	95482	(707) 468-3099	
Merced College	3600 M Street, Box 37	Merced	95348-2898	(209) 384-6123	
Merritt College	12500 Campus Drive	Oakland	94619	(510) 436-2487	
MiraCosta College	1 Barnard Drive	Oceanside	92056	(760) 795-6651	
Mission College	3000 Mission College Boulevard, MS#19	Santa Clara	95054-1897	(408) 855-5016	X
Modesto Junior College **Campuses: Modesto; Columbia	435 College Avenue	Modesto	95350	(209) 575-6362	
Monterey Peninsula College	980 Fremont Street	Monterey	93940	(831) 646-4258	
Moorpark College	7075 Campus Road	Moorpark	93021	(805) 378-1433	

School Name	Street Address	City	Zip Code	Phone Number	L V N
*Mount Saint Mary's University - Los Angeles (Effective 11/18/2020, Program on Warning Status with Intent to Close)	10 Chester Place Building 1, 3rd Floor	Los Angeles	90007	(213) 477- 2630	
Mt. San Antonio College	1100 North Grand Avenue	Walnut	91789	(909) 274- 4560	
Mt. San Jacinto College, MVC	23237 La Piedra Road	Menifee	92584	(909) 639- 5577	
Napa Valley College	2277 Napa-Vallejo Highway	Napa	94558	(707) 256- 7603	
Ohlone College	39399 Cherry Street	Newark	94560	(510) 742- 2300	
*Pacific College	3160 Redhill Avenue	Costa Mesa	92626	(800) 867- 2243	
*Pacific Union College **Campuses: Angwin; Napa	1 Angwin Avenue	Angwin	94508	(707) 965- 7262	
Palomar College	1140 West Mission Road	San Marcos	92069- 1487	(760) 744- 1150 x2279	
Palo Verde College	One College Dr.	Blythe	92225	(760) 921- 5500	
Pasadena City College	3035 East Foothill Blvd. Health Science Division B6	Pasadena	91107	(626) 585- 7324	
Porterville College	100 E. College Ave.	Porterville	93257	(559) 791- 2321	
Rio Hondo College	3600 Workman Mill Road	Whittier	90601- 1699	(562) 908- 3421	
Riverside City College	4800 Magnolia Avenue	Riverside	92506	(951) 222- 8407	

School Name	Street Address	City	Zip Code	Phone Number	L V N
Sacramento City College	3835 Freeport Boulevard	Sacramento	95822	(916) 558-2271	
Saddleback College	28000 Marguerite Parkway	Mission Viejo	92692	(949) 582-4701	
San Bernardino Valley College	701 South Mount Vernon Avenue	San Bernardino	92410	(909) 384-4450	
San Diego City College	1313 Park Boulevard	San Diego	92101	(619) 388-3441	
San Joaquin Delta College	5151 Pacific Avenue	Stockton	95207	(209) 954-5454	
* San Joaquin Valley College **Campuses: Visalia; Ontario	8344 West Mineral King	Visalia	93291	(559) 651-2500	
Santa Ana College	1530 West 17th Street	Santa Ana	92706-3398	(714) 564-6825	
Santa Barbara City College	721 Cliff Drive	Santa Barbara	93109	(805) 965-0581 x2366	
Santa Monica College	1900 Pico Boulevard	Santa Monica	90405	(310) 434-3453	
Santa Rosa Junior College	1501 Mendocino Avenue	Santa Rosa	95401	(707) 527-4527	
Shasta College	1400 Market Street, Suite 8204Z	Redding	96001	(530) 339-3606	
Sierra College	5100 Sierra College Blvd.	Rocklin	95677	(916) 660-8300	
* Smith Chason School of Nursing	3580 Wilshire Blvd. 4th Floor	Los Angeles	90010	(888) 815-8897	
Solano Community College	4000 Suisun Valley Road	Fairfield	94534-3917	(707) 864-7108	

School Name	Street Address	City	Zip Code	Phone Number	L V N
Southwestern College	8100 Gigantic Street	San Diego	92154	(619) 482-6352	
* Sri Sai Krish Institute	12362 Beach Blvd., Ste. 114	Stanton	90680	(714) 890-7023	
Ventura College	4667 Telegraph Road	Ventura	93003	(805) 289-6342	
Victor Valley College	18422 Bear Valley Road	Victorville	92395	(760) 245-4271 x2285	
* Weimar University	20601 West Paoli Lane	Weimar	96736	(530) 422-7999	
West Hills College Lemoore	555 College Avenue	Lemoore	93245	(559) 925-3490	
* Xavier College	1340 N. El Dorado St.	Stockton	95202	(209) 941-0968	
Yuba College	2088 North Beale Road	Marysville	95901	(530) 741-6784	

Baccalaureate Degree Programs

* Denotes Private Schools / ** See School Website for Campus Information

LVN = Admits LVNs Only

School Name	Street Address	City	Zip Code	Phone Number	L V N
* American University of Health Sciences	1600 East Hill Street, Bldg. 1	Signal Hill	90755	(562) 988-2278	
* Angeles College	3440 Wilshire Blvd., Suite 310	Los Angeles	90010	(213) 487-2211	
* Arizona College of Nursing	3401 E Centrelake Drive, Ste 430	Ontario	91761	(855) 706-8382	

School Name	Street Address	City	Zip Code	Phone Number	L V N
*Azusa Pacific University **Campuses: Azusa; Monrovia; High Desert; Inland Empire	901 East Alostia Avenue	Azusa	91702	(626) 815- 5386	
*Biola University	13800 Biola Avenue	La Mirada	90639	(562) 903- 4850	
*California Baptist University	8432 Magnolia Avenue	Riverside	92504	(951) 343- 4700	
California State University, Bakersfield	9001 Stockdale Highway	Bakersfield	93311- 1099	(661) 654- 2506	
California State University, Channel Islands **Campuses: Camarillo; Goleta	One University Drive	Camarillo	93012- 8599	(805) 437- 3367	
California State University, Chico	400 West First Street, Trinity 121	Chico	95929- 0200	(530) 898- 5891	
California State University, East Bay	25800 Carlos Bee Blvd., SC-N143	Hayward	94542- 3086	(510) 885- 3481	
California State University, Fresno	2345 East San Ramon Avenue, M/S MH25	Fresno	93740- 8031	(559) 278- 2041	
California State University, Fullerton	800 N. State College Boulevard	Fullerton	92834- 6868	(657) 278- 3336	
California State University, Long Beach	1250 Bellflower Boulevard	Long Beach	90840- 0301	(562) 985- 4463	
California State University, Los Angeles	5151 State University Drive	Los Angeles	90032- 8171	(323) 343- 4700	
California State University, Northridge	18111 Nordhoff Street	Northridge	91330- 8327	(818) 677- 5591	
California State University, Sacramento	6000 J Street	Sacramento	95819- 6096	(916) 278- 6525	

School Name	Street Address	City	Zip Code	Phone Number	L V N
California State University, San Bernardino **Campuses: San Bernardino; Palm Desert	5500 University Parkway	San Bernardino	92407-2397	(909) 537-5380	
California State University, San Marcos	333 S. Twin Oaks Valley Road	San Marcos	92096-0001	(760) 750-7550	
California State University, Stanislaus	One University Circle, DBH 260	Turlock	95382	(209) 667-3141	
*Chamberlain University	10971 Sun Center Drive	Rancho Cordova	95670	(916) 330-3410	
*Chamberlain University - Irwindale	4910 Rivergrade Road	Irwindale	91706	(877) 751-5783	
*Charles R. Drew University of Medicine and Science, Mervyn M. Dymally School of Nursing	1748 E. 118th Street	Los Angeles	90059	(323) 568-3301	
*CNI College	1610 E. Saint Andrews Place Suite 200	Santa Ana	92705	(714) 437-9697	
*Concordia University Irvine	Park Place Campus, 3337 Michelson Dr., Ste. 650	Irvine	92612	(949) 214-3280	
*Dominican University of California	50 Acacia Avenue	San Rafael	94901-2298	(415) 485-3204	
*Fresno Pacific University	5 River Park Place West, Suite 303	Fresno	93720	(559) 453-2000	
*Gurnick Academy of Medical Arts	1401 Willow Pass Rd. #450	Concord	94520	(925) 687-9555	
*Holy Names University	3500 Mountain Blvd.	Oakland	94619-1699	(510) 436-1340	
*Loma Linda University	11262 Campus Street	Loma Linda	92350	(909) 558-1000	

School Name	Street Address	City	Zip Code	Phone Number	L V N
				x87718	
* Mount Saint Mary's University - Los Angeles	12001 Chalon Road	Los Angeles	90049	(310) 954-4230	
* National University **Campuses: San Diego; Los Angeles; Fresno	16875 West Bernardo Drive	San Diego	92127	(858) 521-3911	
* Point Loma Nazarene University	3900 Lomaland Drive	San Diego	92106-2899	(619) 849-2425 or 7055	
* Samuel Merritt University **Campuses: Oakland; San Francisco Peninsula; Sacramento	3100 Summit Street, 3rd Floor	Oakland	94609	(510) 869-6511 x3765	
San Diego State University	5500 Campanile Drive	San Diego	92182-4158	(619) 594-2540	
San Francisco State University	1600 Holloway Avenue, Burk Hall 371	San Francisco	94132-4161	(415) 338-1801	
* Simpson University	2211 College View Drive	Redding	96003	(530) 226-4760	
Sonoma State University	1801 East Cotati Avenue, Nichols Hall 262a	Rohnert Park	94928	(707) 664-2465	
* Stanbridge University **Campuses: Orange County; Los Angeles; Riverside	2041 Business Center Drive, Suite 107	Irvine	92612	(949) 794-9090	
The Valley Foundation School of Nursing at San Jose State University	One Washington Square	San Jose	95192-0057	(408) 924-3131	
* Unitek College **Campuses: Fremont; Concord; Bakersfield; Sacramento	4670 Auto Mall Parkway	Fremont	94538	(510) 249-1060	

School Name	Street Address	City	Zip Code	Phone Number	L V N
University of California, Irvine	College of Health Sciences - Program in Nursing Science - Room 252 Berk Hall	Irvine	92697-3959	(949) 824-1514	
University of California, Los Angeles	700 Tiverton Avenue, Box 956918	Los Angeles	90095-6918	(310) 825-4321	
* University of Massachusetts Global **Campus: San Diego	16355 Laguna Canyon Road	Irvine	92618	(800) 746-0082	
* University of Phoenix (Effective 6/13/2019, program not accepting new students)	Southern California Campus 6 Centerpointe Drive, Ste. 200	La Palma	90623	(800) 888-1968	X
* University of Phoenix (Effective 7/1/2021, program not accepting new students)	Southern California Campus 3110 East Guasti Road	Ontario	91761	(800) 888-1968	X
* University of Phoenix (Effective 7/1/2021, program not accepting new students)	Southern California Campus 1299 North Euclid Avenue	Pasadena	91101	(800) 888-1968	X
* University of San Francisco	2130 Fulton Street	San Francisco	94117-1080	(415) 422-6681	
* Vanguard University	55 Fair Drive	Costa Mesa	92626	(800) 722-6279	
* West Coast University **Campuses: Los Angeles; Orange County; Inland Empire	12215 Victory Blvd	North Hollywood	91606	(949) 783-4800	
* Western Governors University	2900 So. Harbor Blvd., Ste. 201	Santa Ana	92704	(866) 225-5948	
* Westmont College	955 La Paz Road	Santa Barbara	93108	(805) 565-6000	

School Name	Street Address	City	Zip Code	Phone Number	L V N
* William Jessup University	2121 University Ave.	Rocklin	95765	(916) 577-2200	

Entry Level Master's Degree Programs

* Denotes Private Schools / ** See School Website for Campus Information

LVN = Admits LVNs Only

School Name	Street Address	City	Zip Code	Phone Number	L V N
* Azusa Pacific University **Campuses: Azusa; Monrovia; Inland Empire; San Diego	901 East Alostia Avenue	Azusa	91702	(626) 815-5386	
* California Baptist University	8432 Magnolia Avenue	Riverside	92504	(951) 343-4700	
* Charles R. Drew University of Medicine and Science, Mervyn M. Dymally School of Nursing	1748 E. 118th Street	Los Angeles	90059	(323) 568-3302	
* Samuel Merritt University **Campuses: Oakland; Sacramento	3100 Summit Street, 3rd Floor	Oakland	94609	(510) 869-6129 x3765	
San Francisco State University	1600 Holloway Avenue, Burk Hall 371	San Francisco	94132-4161	(415) 338-1801	
University of California, Davis - Betty Irene Moore School of Nursing	Betty Irene Moore Hall 2570 48th Street	Sacramento	95817	(916) 734-2145	
University of California, Irvine	College of Health Sciences, Program in Nursing Science 252 Berk Hall	Irvine	92697-3959	(949) 824-1514	
University of California, Los	700 Tiverton Avenue	Los Angeles	90095-	(310) 825-	

School Name	Street Address	City	Zip Code	Phone Number	L V N
Angeles	- Box 956918		6918	4321	
University of California, San Francisco	2 Koret Way, Box 0604	San Francisco	94143-0604	(415) 476-1435	
*University of San Diego-Hahn School of Nursing & Beyster Institute for Nursing Research	5998 Alcalá Park	San Diego	92110	(619) 260-7608	
*University of San Francisco **Campuses: San Francisco; Orange County	2130 Fulton Street	San Francisco	94117-1080	(415) 422-6681	
*University of the Pacific	3200 5th Ave.	Sacramento	95817	(209) 946-3929	
*Western University of Health Sciences	309 East Second Street	Pomona	91766-1854	(909) 469-5523	



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CITY OF BERKELEY

Employer of Choice Roadmap

February 15, 2023

Prepared by MRG

The City of Berkeley wishes to establish itself as an "Employer of Choice" -- to attract and retain high quality employees and foster an organization committed to health and long-term success of the city organization and its workforce.

The goal of this ROADMAP is to strengthen the culture of the organization in a way that improves the work environment and increases job satisfaction -- making Berkeley an exciting and supportive place to work and thrive.



INTRODUCTION

Project Overview

In September 2022, the City of Berkeley (“City”) engaged Municipal Resource Group (“MRG”) to provide a Roadmap to help the City become an **Employer of Choice** to support the City’s Strategic Plan goal to attract and retain a talented and diverse City government workforce. The COVID-19 pandemic continues to have myriad impacts on our community and the world—including the phenomenon known as the Great Resignation. The Great Resignation is a term used to describe a recently developed and ongoing trend of employees voluntarily leaving their places of employment.

Today, Berkeley is facing significant vacancies across the organization and is experiencing challenges recruiting and retaining employees. Jurisdictions around the country, including the City of Berkeley, need to identify and tailor new methods of recruiting, retaining and engaging employees, and to plan for future workforce development. Employers that are not adapting and advancing their organizations are at danger of losing excellent employees and being unable to retain or compete for top talent.

A team of three MRG consultants were selected for this project based on their broad experience managing public organizations at the executive level. See Appendix B for information on MRG. The goal of the project was to assess the organization’s needs and craft an actionable plan to retain and attract employees titled the “Employer of Choice Roadmap”. This Roadmap creates six thematic areas of focus with a total of forty-eight (48) initiative areas. MRG was also asked to prepare a Hybrid Best Practices Guide which will be shared with Human Resources, labor and employees through a separate process.

The City of Berkeley provides a portfolio of services to the community that is unparalleled in California for a city of its size. The quality of this broad array of services to residents, business, students and visitors is directly impacted by the ability of the City to retain and recruit talented and committed staff. Ensuring budgeted positions are filled with motivated employees is key. Fully staffing an organization that functions efficiently helps limit turnover, retain institutional knowledge and effectively implements the City’s programs and policy initiatives.

“Berkeley is in a staffing emergency! All the great work that the Council and community is used to seeing accomplished is being profoundly impacted. The level of work is not going to be as great and the Berkeley performance will be reduced until we can stabilize and rebuild the organization.”

-Berkeley Employee Voice

WHAT SUCCESS LOOKS LIKE ...

Once the City of Berkeley implements the Roadmap and is established as an “Employer of Choice”, the organization will:

- ✓ *Attract and retain high performing employees, who demonstrate a commitment to the long-term success of the city organization;*
- ✓ *Secure engaged employees that feel valued and see the purpose and impact of their work;*
- ✓ *Communicate regularly within the organization to build culture and employee engagement and to the public to build awareness and*
- ✓ *Enhance investment in training, career development, safety and health of staff; and*
- ✓ *Deliver efficient administrative service functions that support employees and enhanced delivery of programs to Berkeley residents.*



HOW WAS THE ROADMAP DEVELOPED?

MRG believes that most good ideas regarding improving customer service and organizational performance come from within the organization. The MRG team conducted meetings and focus groups with employees and department heads labor groups from all departments in addition to labor groups to identify Employer of Choice issues and strategies. Interviews and focus groups were confidential. Participants were assured that no specific quotes would be assigned to any one individual; rather, input would be integrated into general themes and recommendations. These meetings were very productive with active engagement from all participants. The City Council and community should be proud of its workforce and its employees' commitment to improve the organization.

WHAT ARE EMPLOYEE RECRUITMENT AND RETENTION TRENDS?

Hiring and retaining high performing public agency employees in 2023 is extremely challenging especially in the hyper-competitive Bay Area job market. The “Great Resignation” of the pandemic was actually a “great re-evaluation” of work which has forever changed how we work and how we think about our careers and life. The Pulse of the American Worker Survey [Fact Sheet](#) from March 2022 states that nearly a quarter of workers (22%) have switched employers since the start of the pandemic – up from 13% in April 2021. In addition, half of workers are actively searching or are considering looking for a new job. Demographic trends, the changing dynamic of in-person vs. remote work, retirements and an increased competition from the private sector in many job classifications are key drivers. Faced with this, many public employers are struggling to retain and hire key staff for important positions. The City of Berkeley is no exception. The most comprehensive data on the challenges facing the public sector’s hiring is NEOGOV’s recent [report](#), “*The Quiet Crisis in the Public Sector*”. By utilizing its GovernmentJobs.com site and its expertise as the provider of HR management solutions for the public sector, NEOGOV offers the following findings.

- ✓ **Key Drivers** -- Based on insights from public sector HR professionals, the biggest drivers for the increase in recent job openings are shown below with voluntary turnover (83%) as the largest contributor.
- ✓ **Lack of Qualified Candidates** – 79% of agencies cannot currently find qualified candidates for open positions.

Candidates want higher pay, flexible work options, and more meaningful work, and they aren't afraid to leave for better opportunities elsewhere.

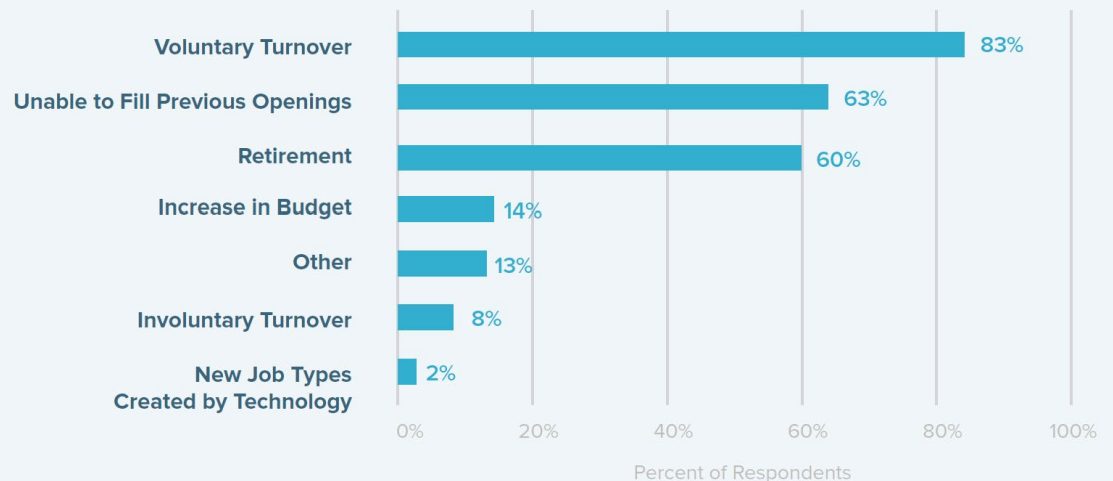
Candidates also want clear and concise recruitment process, active communication and timeliness.

-NEOGOV, The Quiet Crisis in the Public Sector

- ✓ **Lower Number of Applicants** -- The number of applicants is dramatically declining in the public sector while at the same time there are more job openings/vacancies.

Chart #1 – NEOGOV Drivers of Job Openings

What are the biggest drivers for the increase in recent job openings? (Select all that apply.)
 Source: NEOGOV survey of 299 public sector HR directors.

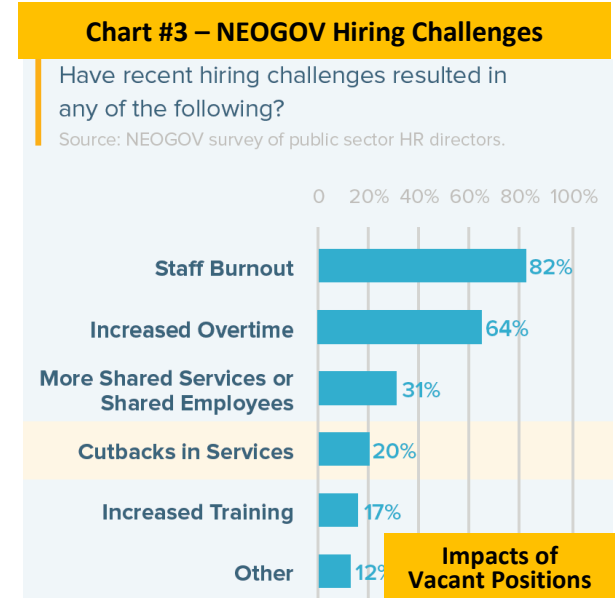


- Since 2021, there has been a 45% increase in public sector job openings. At the same time, there was a 56% decrease in applicants per job. Another way to think about this is that 50% of jobs are getting fewer than 10 applicants – which doesn't take into account that the applicants may not meet basic requirements of the job.
- This change becomes even more alarming when this trend is reviewed over the past six years. NEOGOV found that applicants per job in the public sector have decreased by 74%.



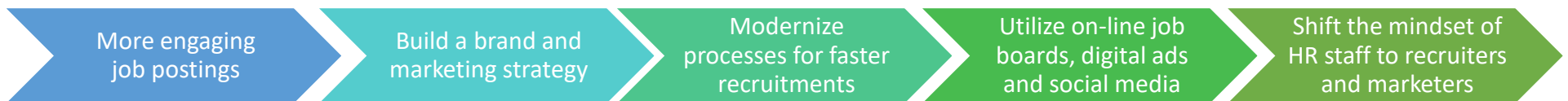
✓ **Impact of Unfilled Recruitments** – The impact of not filling positions dramatically affects the remaining workforce and public services. Chart #3 from the NEOGOV report illustrates the challenges of not being able to hire. Locally, the Berkeley City Manager presented a [Workforce Analysis](#) overview to the City Council on December 13, 2022 which outlined key causes for the national labor shortage, recruitment and workforce challenges, and impacts of vacancies on services in a number of departments. Similar to national issues, Berkeley is facing these impacts:

- Reduction in services and programs-- Increase in caseloads, reduction in service hours, reduction in programs, reduction in service quality, delays in service delivery.
- Temporary closure of facilities on certain days or during certain shifts.
- Prioritization of violent crimes over lower-priority property crimes and diminished ability for extra patrols.
- Decreased capacity to manage existing programs and projects.
- Reduction in maintenance standards and services for community amenities, parks and streets.
- Challenges meeting grant requirements and deliverables.
- Backlog of service requests, maintenance, infrastructure projects.
- Staff burnout, increased stress and frustrations; forced overtime; denial of time-off requests.



NEOGOV Recommendations:

To improve public sector recruitments, NEOGOV recommends the following actions:



KEY COMPONENTS FOR EMPLOYEE RETENTION

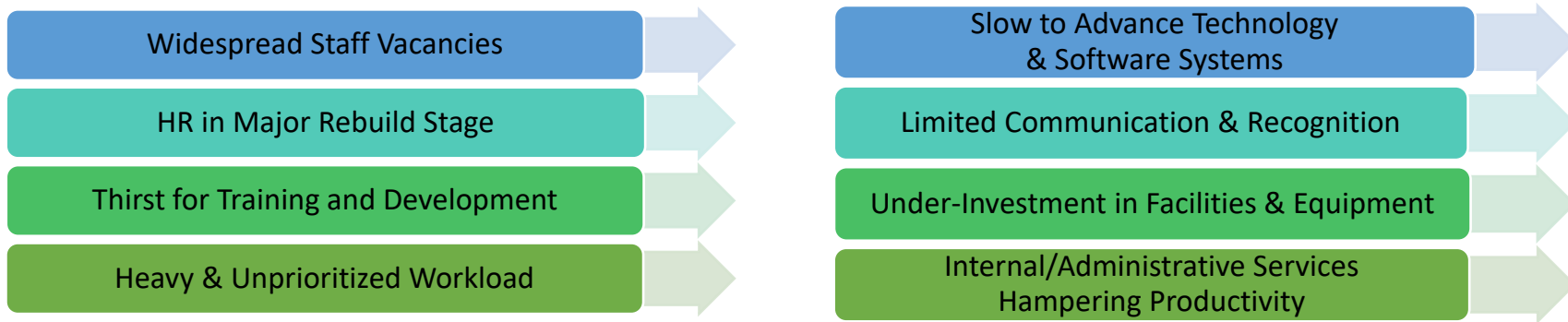
From MRG’s research and best practices, it is important to recognize that employee retention has multiple layers. Key components for employee retention include the following.

- ✓ Competitive compensation and benefits.
- ✓ Purpose and meaning in the work being performed by employees.
- ✓ Flexibility and a desire for life balance which is requiring employers to embrace alternative work schedules and remote work.
- ✓ High desire to work for organizations that are committed to growth, training, and career development in their employees – which is especially true for Millennials.
- ✓ Recognition and appreciation for work efforts and accomplishments with an overall positive organizational culture.
- ✓ Competent and capable supervisors and managers committed to good communication, teamwork and active employee engagement.
- ✓ Organizations that invest in tools, technology, and business systems that let employees complete their work with ease and effectiveness.
- ✓ Comprehensive onboarding process that helps new employees find their footing, launch into their new role, and delivers a clear vision of the organization’s values, culture and expectations.
- ✓ Prioritized and organized work that allows thorough and strategic work delivery.

When these conditions are met together as a package, the organization’s culture and organizational operations all improve and move toward optimal. The Roadmap evaluates these layers and creates a work plan for the City to retain and attract a strong, talented and agile workforce.

KEY FINDINGS

Below are the key findings that are impacting the City’s ability to attract and retain employees. The impact of these issues results in City employees feeling tired, overworked, frustrated and underappreciated. The number one priority expressed by staff was to fill vacant positions first in order to improve customer service, reduce overtime, increase capacity, and reduce the level of work for current employees.



KEY ROLE OF THE CITY COUNCIL IN EMPLOYEE RETENTION AND RECRUITMENT

The City Council’s leadership is a key ingredient in the success of the Employer of Choice Roadmap. Initially, MRG sees three important roles for the City Council.

1. **Financial Support and Resources** – As outlined later in the report, the Roadmap will require one-time and ongoing financial resources for staff, tools, technology and equipment. Without secured financial support and investment, the Roadmap will not be successful. MRG recommends that the City Manager bring forward an initial list of resources for the first 90 Day Action Plan to then be supplemented with a more comprehensive multi-year budget.
2. **Compensation & Benefits** – While the Roadmap does not make specific recommendations regarding salary and benefits, compensation is critical in the recruitment and retention of employees. Appendix A outlines organization feedback that MRG received regarding compensation and benefits. A strategic assessment of the City’s compensation system ahead of labor negotiations is important.
3. **Priority Setting and Workload** -- The City’s latest Strategic Plan was created in 2017/2018 for work in FY 2018-2019 and has nine (9) long term goals. New initiatives creating workload enter the City various ways including State/Federal requirements, annual budget process, staff recommendations, and the City’s legislative and agenda process. The City of Berkeley legislative process accepts proposals from the Mayor, City Councilmembers, the Auditor, Commissions, and the City Manager. This process of direct legislation results in a high volume of agenda items, usually in the range of 850 – 950 total items annually. For legislative proposals from the Mayor and Council, there are multiple avenues through the legislative process. Items submitted for the agenda process may go directly to the full Council, or they may be referred to a policy subcommittee for review and amendment before being considered by the full Council. (There are additional City Council work items that are not captured in Chart #5 below.) As of January 2023, there are 351 Long Term Referrals and 149 Short Term Referrals.

City staff appreciates the City Council’s ideas for creative and entrepreneurial projects and initiatives to improve and serve the community, yet the volume of referrals impacts the delivery of core services to the community. New Council initiatives are regularly added and become staff’s priority. This results in City staff shifting resources to new initiatives and consequently, some prior projects are left partially completed or stalled. The high workload and shifting of priorities are impacting employee retention and project completion.

Chart #5 – CURRENT CITY COUNCIL REFERRALS (as of Jan. 2023)				
REFERRALS	Long Term	Short Term	Total	Total (%)
Not Active	162	13	175	35%
Completed	100	129	229	46%
In Process	89	7	96	19%
Sub-Total	351	149	500	100%
Rescinded	51			
TOTAL	402			

It is a best practice in cities to create an annual City Council approved work plan built on multi-year strategic goals with periodic opportunities for additions throughout the year. For each organization, it is a balancing act to find a process that retains the ability for individual City Council Members to bring forward ideas and initiatives, while at the same time having a procedure where the full Council defines the priorities and work of the organization. MRG understands that Agenda & Rules Policy Committee is beginning a discussion on enhancements to the City’s legislative process, including referrals. MRG supports this review of the legislative process and recommends developing a more integrated system for goal and priority setting to establish an achievable work plan for the organization.

EMPLOYER OF CHOICE ROADMAP

Organization of Recommendations

Becoming an Employer of Choice requires culture change and organizational development. The Employer of Choice Road Map in this document provides specific recommendations in the following themed areas (lanes) as shown in this diagram.



IMPLEMENTATION

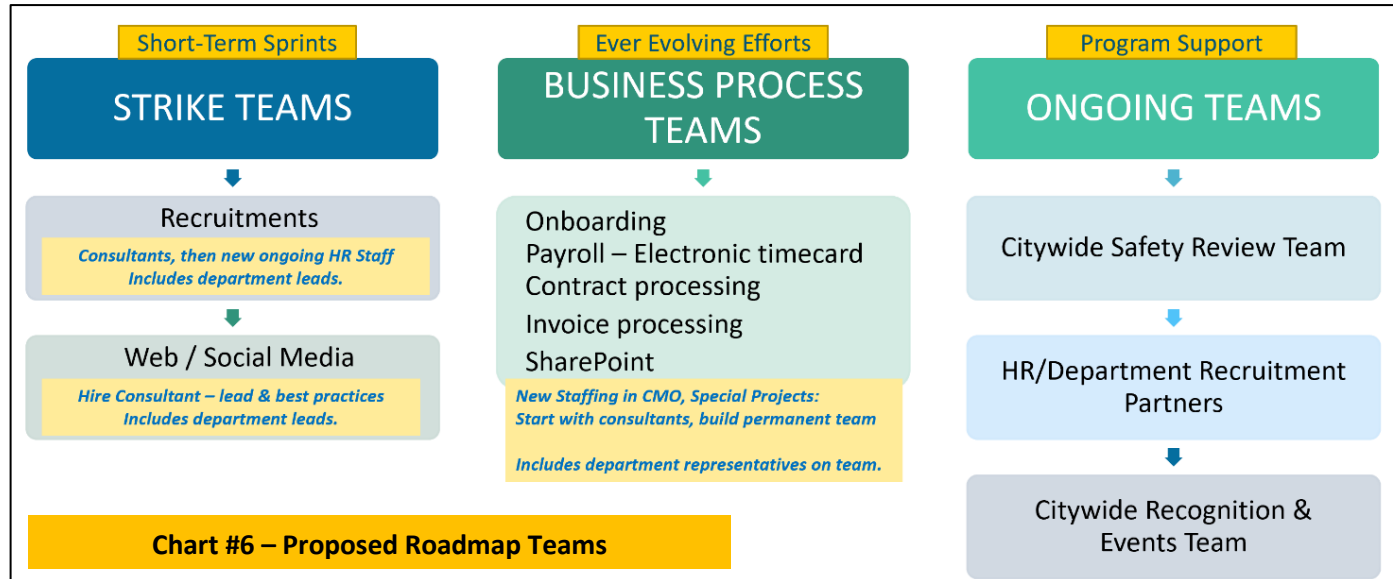
The Need to Move Quickly

The City should implement certain changes quickly to move towards becoming an Employer of Choice. While a complete implementation of the Roadmap is estimated to take three years, immediate action and resolve is required. Quick action will demonstrate to staff and the community that the City is committed to retaining and attracting employees and enhancing community services. The following implementation methodologies are recommended:

1. **Executive Leadership & Project Champion** – This initiative crosses all departments and is foundational for how the organization will operate in the future. Committed executive leadership is required to ensure organizational change occurs and the Roadmap is implemented.
2. **Seasoned Project Manager** – The Employer of Choice Roadmap will require a seasoned manager to lead these interdepartmental efforts with the full support of the executive champion.
3. **Department Commitment** – Each Department Head needs to be committed to the Roadmap including supporting their staff to work on various project teams.
4. **1X & Ongoing Financial Resources** – New investments in the organization for staff, consultants, technology, equipment, supplies, etc. are all required to implement the Roadmap. The funding needs should be identified and set aside for upcoming three years to ensure this organizational effort has the resources to complete its projected outcomes.
5. **Rolling 90-Day Action Plans** – Large organizational initiatives like this often get stalled over time by the size of the recommendations and overall projected work. From the time the Roadmap is accepted by the City Council, it will take the City staff a few months to organize the implementation of the full Roadmap. By taking strategic and targeted 90-day Action Plans, Berkeley can weave this project in with other city priorities and ensure solutions move forward with proactive results. After a relatively short start-up period (no more than 60 days), the first 90-Day Action Plan should be created, launched and communicated to the organization.

6. **Transparency & Reporting Out** – Communication, reports, and current dashboards should be created. Celebrations of successes and recognition internally and externally is critical for maintaining momentum and honoring the work.
7. **Empowered Teams** – Many of the recommendations in the Roadmap require City staff from different departments or work units to collaborate, analyze, and execute phases of implementation. New ways of working and an investment in “strike teams” and “business process teams” will require new staffing and some consultant assistance. MRG recommends three different types of “teams” as shown in Chart #6.







8. **Prioritization** – There are 48 individual recommendations outlined in the Roadmap. While all are important, there are three key areas for initial focus and priority investment.



- **Invest in HR / Fill Vacancies** – Invest in staffing and consultant support to bring immediate additional resources to HR, streamline processes, work with line departments as business partners, leverage software and technology, and activate social media tools in recruitments.
- **Launch Communication** – Jump start internal communication from the City Manager’s Office and departments to employees, including open access to the website and social media for active use by departments in their community information and engagement efforts.
- **Elevate & Update Internal Systems** – Create Strike Teams and Business Process Teams to review and revamp internal and administrative systems for greater efficiency and effectiveness.

Implementation of these recommendations will require City Council support, executive leadership, staff resolve and significant changed behaviors. There is a lot to do. The City has the talent and resources to do it!

CITY OF BERKELEY -- Employer of Choice Roadmap

					
1 Recruiting for Talent	2 Retaining Our Employees	3 Culture, Communication & Employee Engagement	4 Training & Professional Development	5 Health, Safety & Wellness	6 Elevate Internal Processes
<p>Staffing & HR Role</p> <ul style="list-style-type: none"> 1.1 Invest in Human Resources Department (HR) Staffing Levels 1.2 Streamline Recruitment Process – Strike Team 1.3 Act as Business Partners with Departments <p>Marketing & Branding</p> <ul style="list-style-type: none"> 1.4 Create Recruitment Brand & Marketing Strategy 1.5 Upgrade Jobs/Career Web Presence 1.6 Utilize Social Media 1.7 Hire Graphic Design & Social Media Expertise 1.8 Referral Bonus for Current Employees <p>HR Systems & Data</p> <ul style="list-style-type: none"> 1.9 Resources & Tools on Day 1 1.10 HR Performance Metrics & Reporting 1.11 Workforce Analysis Report 1.12 Training & User Guides For ERMA & NEOGOV 1.13 Update Key Job Classifications 	<p>HR Systems</p> <ul style="list-style-type: none"> 2.1 Overhaul Onboarding Program 2.2 Reform Eligibility List Process 2.3 Continue to Improve HR Communications (<i>Berkeley Matters</i>) 2.4 Performance Evaluation and Feedback 2.5 Upgrade Exit Interview Process <p>Recognition & Appreciation</p> <ul style="list-style-type: none"> 2.6 Create a Comprehensive City Recognition Program 2.7 Restart Longevity Awards Program <p>Organizational Priority Setting & Workload</p> <ul style="list-style-type: none"> 2.8 Focus Priorities & Initiatives by City Council 	<p>Communication</p> <ul style="list-style-type: none"> 3.1 Invest in Internal Communication 3.2 Foster Cross Department Collaboration 3.3 Open Department Access to Website and Social Media Use <p>Team Building & Culture</p> <ul style="list-style-type: none"> 3.4 Invest in Cross Department Relationship Building 3.5 Link to new DEI Program 	<p>Training Strategy & Program</p> <ul style="list-style-type: none"> 4.1 Develop Training Strategy & Plan for Learning Culture 4.2 Invest in Learning Academies & Specialized Training 4.3 Invest in Coaching 4.4 Invest in Learning Management Software 4.5 Invest in Technology Training 4.6 Develop Hybrid Management Training <p>Systems & Financial Support</p> <ul style="list-style-type: none"> 4.7 Use Credit Cards to Ease Training Procurement 4.8 Upgrade Financial Support for Training & Education 	<p>Employee Health</p> <ul style="list-style-type: none"> 5.1 Clear & Consistent COVID Safety Protocols & Practices 5.2 Invest in Mental & Physical Health Services for Employees <p>Employee Safety</p> <ul style="list-style-type: none"> 5.3 Create a Citywide Safety Team 5.4 De-escalation and High Conflict Training <p>Work Schedules & Flexibility</p> <ul style="list-style-type: none"> 5.5 Explore Expanding Alternative Work Schedules 5.6 Formalize Hybrid Work Program <p>Facilities & Equipment</p> <ul style="list-style-type: none"> 5.7 Adequately Fund Capital Improvement Program & Replacement Reserves 5.8 Prioritize Investments in Buildings, Vehicles & Equipment 	<p>Structure & Programs</p> <ul style="list-style-type: none"> 6.1 Restructure Reporting of Administrative Services (HR, IT, Finance, Contracts) to One Deputy City Manager 6.2 Elevate Importance of Service-Oriented Administrative Services & Customer Connectivity 6.3 Create an Innovation Program <p>Business Improvements</p> <ul style="list-style-type: none"> 6.4 Empower Strike Teams / Interdepartmental Work Groups 6.5 Provide Training on Common Administrative Practices & Procedures 6.6 Maximize Intranet as an Employee Resource 6.7 Implement Business Practice Improvements in Finance, Information Technology, Payroll, HR and Contracts

1.0 - RECRUITING FOR TALENT

Recruiting for employees requires proactive marketing/branding and the development of a talent pipeline. Strong recruitment operations regularly build their employer’s brand, treat candidates as customers/future employees throughout the process, and have streamlined systems that work in partnership with line departments. At this time, for Berkeley, **the single most important action is to fill vacant positions** throughout the organization. Filling budgeted, vacant positions will demonstrate a commitment to existing employees resulting in rebalanced workloads and reduction in stress over time. Community services will be enhanced by a more fully staffed organization able to attract the highest quality talent possible.

Enhanced HR staffing and full utilization of modernized recruitment tools are critical to improve recruitments. By actively deploying social media sites in the recruitment process and creating a hiring campaign, an overall intentional and aligned marketing program can be launched. The first day and first few months of an employee’s time as an employee set the stage for their overall satisfaction and retention.

Staffing & HR Role

1.1	Invest In Human Resources Department (HR) Staffing Levels	<p>Immediately expand authorized HR staffing in key functions:</p> <ul style="list-style-type: none"> ▪ Recruitment operations (initially 3 additional FTE) ▪ Labor Relations & Training (initially up to 3 additional FTE) <p>Continue to use consultant resources on a short-term basis as needed to augment staff resources until additional HR staff can be hired.</p> <p>Direct City Manager and HR Director to bring forward recommendations for right sized staffing of Human Resources Department in AAO and FY 2023/24 Proposed Budget.</p>
1.2	Streamline Recruitment Process – Strike Team	<p>Create a small and agile Recruitment Strike Team comprised of HR, labor representatives and department staff that meets for four months. Issues to solve:</p> <ul style="list-style-type: none"> ▪ Use department ideas on how to improve recruitment process and practices; Establish responsibility checklist - Department and HR roles in new recruitments; and ▪ Authorize initiation of recruitments ahead of actual vacancies.
1.3	Act as Business Partners with Departments	<p>Reposition HR recruitment staff as business partners with departments. Reinstigate assignment of individual HR staff to work with each department’s designated point of contact. Two-person team should discuss and agree on responsibilities for:</p> <ul style="list-style-type: none"> ▪ Outreach plan for each recruitment including overall timeline and assigned responsibilities; ▪ Review of minimum qualifications; and, ▪ Interview and examination process.

Marketing & Branding

1.4	Create Recruitment Brand & Marketing Strategy	<p>Develop a clear brand for the City of Berkeley’s recruitment efforts. “Recruitment Brand” should communicate Berkeley’s values, work culture, opportunities, and strengths as an organization. Create clear and consistent messages in all recruitments to denote Berkeley as an Employer of Choice including:</p> <ul style="list-style-type: none"> ▪ Color, information, style, graphics;
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		<ul style="list-style-type: none"> ▪ Modern design and formatting for consistent look and feel for recruitment brochures and flyers; ▪ Compelling description of Berkeley as world class City including descriptions of the organization and departments; ▪ Clear, compelling and articulated description of the role of the position being recruited including key upcoming opportunities and projects (this is not just language from the job description). ▪ Create a marketing program to highlight Berkeley’s hiring efforts (e.g., add branded hiring tag lines to employee’s email signatures, purchase advertising on buses, banners and other visual, high impact locations).
1.5	Upgrade Jobs/Career Web Presence	<p>Upgrade the current Human Resources web site with a consistent “Recruitment Brand” Job Opportunities launch page. Create a launch page with more information and context regarding working for the City of Berkeley and then direct candidates to the NEOGOV site. The following agencies can be used as examples:</p> <ul style="list-style-type: none"> ▪ City of Roseville – Strong primary “Job Opportunities” page with visuals, video, employee profile, approachable and culture themed message from the City Manager, helpful tips for applying. [Link] ▪ City of Palo Alto – First job page links to “Careers with the City of Palo Alto” with information about the community, city team, benefits, leave, remote and flexible work, commuter programs, wellness & counseling services. [Link] <p>Support departments to create their own dedicated recruitment and career web pages or website within the parameters of the City’s “Recruitment Brand”. Particularly important for police and fire where this is a standard approach among agencies competing for talent.</p>
1.6	Utilize Social Media	<p>Modernize, expand and decentralize the City’s approach to social media.</p> <p>Create LinkedIn, Instagram and Facebook pages and use City’s Twitter account for recruitment marketing.</p> <p>Allow departments to create and deploy targeted recruitment outreach and marketing efforts. Ensure department efforts align with City “Recruitment Brand”, but provide more specialized department information. Department program initiatives, accomplishments, videos, employee profiles and operational updates should be marketed via social media.</p> <p>Additional information and recommendations for outreach and social media include:</p> <ul style="list-style-type: none"> ▪ Leverage NEOGOV -- NEOGOV offers external advertising on other internet sites from selected partners, which can be purchased via Insight as needed by utilizing the “Advertise Job” link on the Insight Dashboard. Target use of Recruitics, Glassdoor and other sites depending on specific position. ▪ CareersinGovernment.com – With a nominal annual agreement, the City can publish all recruitments listings on CareersinGovernment.com which then pushes the recruitment through to their social media partners (LinkedIn, Instagram, Facebook and Twitter). ▪ Use #Hashtags – Include hashtags on the job posting. Web crawlers will find the hashtag, so an agencies’ job posting will appear in searches initiated by job seekers. Example hashtag inserted at the bottom of a recent job announcement: #Engineer, #PublicWorks, #Transportation.
1.7	Hire Graphic Design & Social Media Expertise	<p>Add funding for graphic artist and social media expertise in HR budget. Funding would be used to enhance:</p> <ul style="list-style-type: none"> ▪ Marketing (Presentation of City to prospective applicants). ▪ Advertising (Targeted outreach for individual job openings).

1.8	Referral Bonus for Current Employees	<p>Develop an employee referral bonus program.</p> <p>Provide \$1,000 referral bonus for current employees who help attract a new employee.</p> <p>Examples of other agencies with employee referral bonus programs include: UC Berkeley, San Mateo County, City of Torrance.</p>
1.9	Local Outreach & Targeted Programs	<p>Develop additional Community Technical Education (CTE) pathway programs in collaboration with the Berkeley Unified School District (BUSD) that begin to expose students and prepare them for good paying, benefited careers within the City. Support CTE pathways with a variety of volunteer and paid internships, explorer programs and other opportunities to develop these potential future employees of the City.</p> <p>Develop robust internship program with UC Berkeley to bring on students into a variety of local government positions. Create a program that results in an annual “graduating” class of 10-15 interns across the organization who can be streamlined into the application process.</p>

HR Systems & Data

1.9	Resources & Tools Ready on Day 1	<p>Provide new employees with the tools, equipment, and workspace ready for them to begin work on their first day of employment. Create on-line checklist for workspace readiness with department responsibilities outlined.</p> <p>Document roles of HR and Information Technology Department to ensure new employees have computer, login access, phone and any other necessary equipment ready to go on Day 1.</p> <p>Document roles of Public Works maintenance staff and the hiring Department to ensure a clean fully equipped workspace is available upon arrival.</p> <p>Deliver welcome letter from City Manager/Department Head and/or scheduling meet and greet on new employees first day of work.</p>
1.10	HR Performance Metrics & Reporting	<p>Once HR staffing is stabilized, update and further develop department performance metrics, procedures for accurate data collections, and a high-level dashboard for monthly reporting to City Manager and Department Heads.</p> <p>Information to include the following minimum data:</p> <ul style="list-style-type: none"> ▪ Current vacancies by department, ▪ Resignations by month by department including reasons for employee’s departure, ▪ Number of active recruitments in process, ▪ Time to hire from department request for recruitment to hiring, ▪ Number of candidates for positions sorted by meeting MQs and not meeting MQs, and ▪ Number and why candidates decline Berkeley job offer. <p>Once Recruitment Backlog is Eliminated – Establish the following performance metrics for time it takes to fill positions:</p> <ul style="list-style-type: none"> ▪ From budget authority/vacancy to job posting (30 days). ▪ Filling positions from Day 0 (the time from budget authority/vacancy) to Day 45 (Job posting) to Day 100 (First day of work for new employee). Different metrics will be required for specialty recruitments (i.e. Police Officers). ▪ Target vacancy rate of 5% of all budgeted positions in the organization.

		Produce a vacancy report card with recruitment, hiring and current vacancy information and post on-line every three months beginning on 7/1/23.
	Workforce Analysis Report - Annual	Build data and systems in order to create an annual Workforce Analysis Report for annual reporting to departments and the City Council. It will take a number of years before HR is positioned to prepare this document as they building capacity, systems and data. See example from San Mateo County Link .
1.11	Training & User Guides for ERMA & NEOGOV	Enhance training and user guides for ERMA, City’s financial and HRIS system, and NEOGOV, the City’s recruitment and applicant tracking software. Provide target deployment dates for full deployment of system capabilities to increase efficiencies and reduce staff workload.
1.12	Update Key Job Classifications	Create and maintain (in collaboration with department reps and labor) targeted list of key job classifications to be reviewed and updated with target timeframes. Prioritize hard to fill positions (e.g. Information Technology classifications) that provide essential internal administrative services.

2.0 - RETAINING OUR EMPLOYEES

The impact of employee turnover is high – for the organization, community and employee – those that leave and more so for those that remain. There are eight key benefits to having programs and a clear strategy to retain employees: (1) reduced costs, (2) improved morale, (3) retained experienced employees, (4) efficacy in recruitment and training, (5) increased productivity, (6) elevated customer experience, (7) improved culture, and (8) improved employee satisfaction. It is more efficient to retain a quality employee than to recruit, train and orient a replacement employee of the same quality.

A comprehensive employee retention program can play a vital role in both attracting and retaining key employees, as well as in reducing turnover and its related costs. Retaining employees starts during the onboarding and socialization process to the organization. Recognition, appreciation, and employee engagement are central to building culture and having employees feel seen, heard, and valued. Employees also want to feel productive and see that their work is valued and impactful. A balanced workload with clear priorities allows employees to complete initiatives/tasks with pride and to align their accomplishments with the organization’s overall strategic priorities.

From MRG’s interviews and focus groups, there is significant work necessary by the City in this area.

HR Systems

2.1	Overhaul Onboarding Program	<p>Recreate HR Onboarding Program for new employees to include the following elements:</p> <ul style="list-style-type: none"> ▪ Brand the Onboarding Program with a unique title and tag line. [Example – BERKELEY ONBOARD, “Welcome to Our Team”] ▪ Overview and training on City internal services processes and software (e.g. agenda, timesheets, travel reimbursements, communication, NEOGOV, ERMA, Microsoft Teams, contracts, invoices, etc.). ▪ Meet the City Manager and respective Department Head for welcome, expectations and culture briefing. ▪ Tour City facilities to connect the new employee to the broader organization’s efforts and locations. ▪ Schedule mandatory training requirements needed during the first 6 months of employment. ▪ Create separate orientation for first line supervisors and management in terms of their role, resources and processes for supervision and management duties. ▪ Invest in personal touches such as welcome cards, coffee mug or other small treats to help welcome the new employee. ▪ Assign a peer employee “buddy” within the hiring department to each new hire. This staffer is available to answer questions, explain culture and practices that may not be in rules and serve as a mentor for the first 3-6 months of employment. <p>Use NEOGOV module to maximize use of on-line information for HR program.</p> <p>Gather feedback via a survey to all new employees after the 6-month orientation to gain feedback on how to continue to improve the Onboarding Program.</p> <p>Develop template for all Departments to create their own Department Onboarding Program, modeled off successful department programs currently in place.</p> <p>See sample Onboarding site [Link].</p>
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2.2	Reform Eligibility List Process	Establish a Labor / HR working group to develop modifications to the Eligibility List process by 9/1/23.
2.3	Continue to Improve HR Communications (<i>Berkeley Matters</i>)	<p>Major improvements to <i>Berkeley Matters</i> (HR’s E-Newsletter and Job Opportunities Internal Promotion Listings) were completed in December 2022 with streamlining of relevant information, enhanced graphics, and weekly publishing of recruitment/promotional lists.</p> <p>Continue to refocus and upgrade <i>Berkeley Matters</i> and develop other HR communications to all employees.</p> <p>Ensure easy access for all employees whether office or field staff.</p>
2.4	Performance Evaluation and Feedback	<p>Implement comprehensive review and update for the City’s performance management system including all evaluation forms. Review length of documents, timing, and inclusion of career development and training plans as a component. Ensure that all employees receive regular feedback and accountability.</p> <p>Support regular communication and coaching by management with increased training and support.</p> <p>Develop and implement a standard “stay interview” processes with current employees to ascertain specific needs and desires to maintain their employment with the City.</p> <p>Explore a 360-evaluation system for supervisors and managers to receive feedback from employees.</p> <p>Use Gallup employee survey tool as a means to gain feedback from employees regarding the performance of supervisors and managers.</p>
2.5	Upgrade Exit Interview Process	<p>Develop clear and robust exit interview process with confidential survey and 1x1 phone/in-person interview.</p> <p>Produce annual citywide and department report with summary information regarding reasons for employee departures.</p>
Recognition & Appreciation		
2.6	Create a Comprehensive City Recognition Program	<p>Create an inter-departmental team to enhance the City’s Recognition Program. Consider the following ideas:</p> <ul style="list-style-type: none"> ▪ Annual employee recognition event. ▪ Employee award programs are important tools to show appreciation and celebrate excellence and the way employees demonstrate the organization’s values. There are many samples of general employee award programs. Some organizations have an “Employee of the Quarter” program to recognize high performing employees that embody the values of the City’s and demonstrate their good work and talents. ▪ Flexible and immediate recognition program where managers can recognize employee’s efforts with cards, notes and gift cards. ▪ Program where employees can also show appreciation to their colleagues. ▪ Ways to award extra hard work or key accomplishments of staff such as performance bonuses.
2.7	Restart Longevity Awards Program	<p>Reinstitute and revitalize a recognition program to honor employees at key benchmarks (every 5 years of service) for their length of service. Consider the following components:</p> <ul style="list-style-type: none"> ▪ Include employee’s names and years of service at 5-year benchmarks in a report to the City Council that is distributed to all employees.

		<ul style="list-style-type: none"> ▪ Hold quarterly recognition event sponsored by the City Manager’s Office with attendance by Department Heads. Employees would receive a certificate or other form of recognition and their supervisor/Department Head would talk about the employee’s work and accomplishments. ▪ Review and upgrade recognition gifts for employees. Employees with 20, 25 and more years of service should receive special recognition. ▪ Provide 5-year pins for employees to add to their lanyards or display in other ways. ▪ Explore opportunity for leave cash-out at key service increments as a way to provide additional monetary compensation.
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Organization Priority Setting and Workload

2.8	Focus Priorities & Initiatives by City Council	Review and redesign the legislative process to ensure Council priorities are accomplished while balancing the capacity of the organization. An updated legislative process needs to ensure Council initiatives are accomplished within a framework of enhanced planning and priority setting to allow the organization to better budget, deploy resources and align implementation.
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3.0 - CULTURE, COMMUNICATION & EMPLOYEE ENGAGEMENT

Authentic communication is the connectivity fuel needed to build trust, culture, and relationships. An organization requires strong relationships and people that know and respect each other to deliver excellence with efficiency and effectiveness. With good communication, managers can gain understanding and commitment from employees, achieve organizational goals and develop rapport with the people on their team. High performing organizations have various ways that employees can voice their ideas and concerns while being engaged in helping improve the organization.

Communication externally is also critical to building relationships and trust with the community. City departments need to be able to communicate with greater agility and timeliness with the public. While transactional information is important to the public, the City also needs to tell its own story of its work – to communicate the “why” and the “what”. In today’s world, the public is used to watching videos, reading blogs, and watching podcasts. A City’s external communication tools need to allow for creativity and voices by departments.

Communication

3.1	Invest in Internal Communication	<p>The following actions are recommended:</p> <ul style="list-style-type: none"> ▪ <u>City Manager Monthly E-Newsletter</u> -- Develop and deliver a monthly newsletter to all employees from the City Manager with updates on key City projects, highlights of key accomplishments, recognition of employees, and other items. A focus would include building the City’s culture around values and mission. Ensure newsletter is delivered in a timely manner to staff without regular access to computers or email in the course of their daily work. This initial work can likely be absorbed initially within the City Manager’s Office, but over time will require additional staffing resources focused on employee engagement and support. ▪ <u>Department Communication</u> – Provide email update and other communication to all department employees at least monthly. Department heads should also conduct in person meetings with each division no less than two times per year and hold an in person all department meeting no less than two times per year. Build in time for information sharing, department strategic updates and relationship building in these meetings. ▪ <u>Management Team Meetings</u> – Facilitate mid-managers half day in person meeting with Senior Executive Team (SET) + division managers three times per year. Purpose is strategic planning, training, special initiatives, and cross-department relationship building.
3.2	Foster Cross Department Collaboration	<p>Facilitate events in which staff from different departments interact and understand other dept. priorities (e.g., three times per year Senior Executive Team + mid-manager meeting).</p> <p>Utilize cross-department task forces to gain employee input on ideas and projects.</p>
3.3	Open Department Access to Website & Social Media Use	<p>Create parameters for outgoing content and authorize designated contacts in City Departments to communicate via social media and email.</p> <p>Allow designated department staff to add content to their department web pages and issue press releases.</p>

		Hire an expert public agency public information consultant to quickly develop a game plan and work with departments and Public Information to allow more access and flexibility with the City’s website and social media within standards that can be operationalized.
Team Building & Culture		
3.4	Invest in Cross Department Relationship Building	<p>Create a team of staff from different levels and different departments to create events, fun and activities. Ideas:</p> <ul style="list-style-type: none"> ▪ <u>Reimagine Department Open Houses</u> -- Create rotating Open House where each department would host a gathering time and sharing about their department with the rest of the City staff. ▪ <u>Potlucks, Coffees & Ice Cream Socials</u> – Hold monthly or quarterly coffees, potlucks or ice cream socials to bring people together with some fun activities both within departments and across departments. Provide some city funding for these activities. ▪ <u>“Volunteering” for Community Improvement Projects</u> – Support staff to volunteers to join teams (department and inter-departmental) on important community activities such as cleaning a community garden, working on a Habitat for Humanity project, or doing a project for a local school or non-profit. Employees would be paid for the time and allowed to use 1-2 works days per year for these community activities. This type of program connects employees together and also connects employees to the community in ways that they may not be able to in their day-to-day public service.
3.5	Link to New DEI Program	<p>The City is hiring a dedicated DEI Coordinator. For the first 90 days, the newly appointed DEI Coordinator will be to reviewing Berkeley’s current status and needs with an eye towards best practices to create a DEI Work Plan.</p> <p>While many DEI efforts may be focused around hiring and promotion, consider investments in how the City organization can be culturally inclusive including training, communication, learning and collaboration.</p>

4.0 - TRAINING & PROFESSIONAL DEVELOPMENT

New and future employees are looking for organizations that will invest and support their growth and career development. Employees were clear in their desire for more growth and development opportunities – formally and informally. Providing various forms of professional development will build loyalty to the organization and develop employee’s individual talents to support internal advancement. A well-trained workforce supports innovation and a higher level of customer service to the community, plus employees have the opportunity to grow and progress within the organization as they promote.

Training Strategy & Programs

4.1	Develop Training Strategy & Plan for Learning Culture	<p>Invest in a learning culture and professional development for all employees as a key driver for employee retention. Review training program and determine which training should be done in-house and what to outsource or send employees to external training. Develop an initial Training and Professional Development Strategy for the City. Consider the following elements:</p> <ul style="list-style-type: none"> ▪ Utilize NEOGOV for monitoring and mandatory training. ▪ Provide training opportunities for all level of employees. ▪ Develop and deploy an annual survey for employees to gain ideas for the types of training and areas of interest. ▪ Incorporate training discussion into regular 1:1 supervisor/employee meetings and annual performance reviews. ▪ Include and track required department training on shared tracking department file (e.g., SharePoint) in common format across organization. <p>Establish standards for training (e.g. # hours per employee per year).</p> <p>Ensure sufficient department training budgets are developed and discussed with the City Manager's Office in the preparation of the City's annual budget and line item allocations are included in proposed budgets.</p>
4.2	Invest In Learning Academies & Specialized Training	<p>Employees and management across the organization see the need for modern, effective and strategic investments in training and professional development.</p> <p><u>Employee Academies</u> -- Implement the following Employee Academies robust learning programs:</p> <ul style="list-style-type: none"> ▪ Academy for Managers ▪ Supervisory Academy for First Line supervisors ▪ Seasoned Supervisors Academy for supervisors who want or need a refresher course in managing employees and/or updates and new information that needs to be communicated to sitting supervisors. ▪ Skilled Worker Academy -- The City has just launched its first Skilled Worker Academy. After its beta year, a thorough evaluation should occur for continued refinement. ▪ Administrative Assistant Academy ▪ Analytical & Project Management Academy <p><u>Employee Relations Training</u> – The City is a member of an Employer Relations Consortium comprised of a number of local public agencies in the Bay Area. The Consortium and services are provided by Liebert Cassidy Whitmore. To fully take advantage of this resource:</p> <ul style="list-style-type: none"> ▪ Create a curriculum of courses to be taken by a First-time Supervisors and Managers over 2-3 years.

		<ul style="list-style-type: none"> Require all supervisors and managers to take a minimum of two courses per year. Recognize this learning and investment with the City’s own certificate programs using LCW curriculum.
4.3	Invest in Coaching	Develop internal (trained HR staff) and/or external (consultant) resources with management coaching experience and make coaches available to managers. Coaching can be done individually or in groups. Provide specialized training for public safety supervisors.
4.4	Invest in Learning Management Software	Implement learning management system software (e.g. NEOGOV Learn) for the administration, documentation, tracking, reporting, automation, and delivery of educational courses, training programs, materials or learning and development programs across the organization.
4.5	Invest In Technology Training	Specialized training in the areas of software and technology is needed throughout the organization including Microsoft Office and other software systems. Encourage departments to authorize on site, off site or on-line training to maximize staff proficiency in relevant technology. Utilize assessment tools to help employees understand their current competency and which technology classes to take to learn and grow.
4.6	Develop Hybrid Management Training	Develop specialized training for supervisors and managers to augment skills and approaches for managing in a hybrid work environment.
Systems & Financial Support		
4.7	Use Credit Cards to Ease Training Procurement	Assign credit cards to management employees and supervisors for various expenditures including signing up for training and any associated travel costs. This will expedite current 4-8 week turnaround on check requests for training.
4.8	Upgrade Financial Support for Training & Education	<p>Implement the following programs to support enhanced staff skills and customer service:</p> <ul style="list-style-type: none"> <u>Tuition Reimbursement</u> -- Review existing protocols for tuition reimbursement for greater flexibility and ease of approval. Explore creating financial consistency across all labor groups. <u>Professional Association Memberships</u> – Authorize and create consistency across the organization for City payment of membership in professional associations to take advantage of training and best practices resources. Municipal professional associations include organizations such as American Planning Association, Municipal Management Assistants of Northern California, California Code Enforcement Association, etc. Develop list of authorized City sponsored memberships that are affiliated with position duties and include funding for memberships in department budgets. <u>Conferences</u> – Support attendance at professional conferences. Many professional associations hold annual conferences with extensive training and learning opportunities. <p>Broaden the organization’s philosophy regarding the City’s sponsorship (financial and time) of employee professional development to support general training and educational advancement even if the subject is not directly related to current work or classification. Align with individual professional goals and career advancement.</p>

5.0 - HEALTH, SAFETY & WELLNESS

In today's world, employers need to ensure their workforce is – and feels – safe. Employers need to strengthen their safety cultures like never before plus include a broader view of health and wellness. COVID has stretched organizations to breaking points as we learned and adjusted to a worldwide pandemic. Increasing violence and reductions in civility put employees in difficult circumstances. Without proper investment and maintenance, our facilities are tired and lacking in many features. Wellness today includes physical and mental health, plus opportunities for flexibility and life balance including hybrid and alternative work schedules. Investing in and caring for the health, safety and wellness of employees is a critical element for employee retention.

Employee Health

5.1	Clear & Consistent COVID Safety Protocols & Practices	<p>Clarify vaccination and masking requirements across organization and communicate current policy to all employees.</p> <p>Send monthly updates regarding the policy, even if it has not changed since the previous month.</p> <p>Ensure safety requirements across the organization and within departments are clear, up to date and reviewed with all employees on a regular basis. Include current status on COVID safety protocols and practices on enhanced Intranet site or post in locations visible to field employees.</p>
5.2	Invest in Mental & Physical Health Services for Employees	<p>Explore current and potential mental and physical health services for employees. Review internal programs for areas to expand and mirror (Berkeley Fire has a strong peer counseling internal program; Berkeley Police has a strong fitness program). Research best practices of other public agencies regarding strong mental and physical health programs and services.</p> <p>Review resources available with all employees on a regular basis.</p> <p>Develop programs and activities to support physical health (e.g. ergonomic, lunch walk programs, gym membership partial reimbursements).</p> <p>Explore fun ways to incorporate healthy activities into training, culture and internal community-building events and activities.</p>

Employee Safety

5.3	Create a Citywide Safety Team	<p>Create a multi-disciplinary, multi-department Citywide Safety Review Team:</p> <ul style="list-style-type: none"> ▪ Assess and review workplace safety or potentially threatening situations that employees might be facing. ▪ Bring forward recommendations for training, building changes, and other suggestions to improve the safety of staff and customers. Create system for employee input and feedback. ▪ Review accidents and provide recommendations to implement additional safety measures as needed.
5.4	De-Escalation And High Conflict Training	<p>Provide training and tools to prioritize employee safety and deescalate work with high conflict individuals in order to improve safety for employees and the public.</p>

Work Schedules & Flexibility

5.5	Explore Expanding Alternative Work Schedules	<p>Review and update the City's policies and practices regarding alternative work schedules as a means to providing more employee work flexibility while ensuring service delivery to customers. Consider 9/80 and 4/10 schedules if customer service can be maintained.</p>
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		Alternative Work Schedules provide employees with flexibility and additional time for life balance. While a Hybrid Work Schedule may not be possible for field staff or direct customer serving staff, an Alternative Work Schedule can be provided to these employees and provide them with some of the same benefits.
5.6	Formalize Hybrid Work Program	<p>Hybrid work is a critical tool to attract and retain employees. Support the use of Hybrid Work Schedules on a permanent basis throughout the organization while balancing flexibility for the employee and customer service / organizational connectivity for the departments.</p> <p>Provide clear guidelines to support departments in implementing Hybrid Work.</p> <p>Provide training to management to learn to manage in this new environment.</p>
Facilities & Equipment		
5.7	Adequately Fund Capital Improvement Program & Replacement Reserves	<p>Ensure Capital Improvement Program prioritizes deficiencies in City facilities with annual budget allocation.</p> <p>Establish budgeted replacement reserves for building and equipment replacement.</p> <p>Contract out more maintenance as needed to address current critical deficiencies.</p>
5.8	Prioritize Investments in Buildings, Vehicles, & Equipment	<p>Ensure health and safety of staff and customers is prioritized within City facilities. Ensure functional, safe and clean systems:</p> <ul style="list-style-type: none"> ▪ HVAC with appropriate filters; ▪ Windows; ▪ Carpeting / flooring; and, ▪ Physical security of sites. <p>Provide security for staff and customers as needed.</p> <p>Ensure public safety and public works facilities are regularly maintained and replaced to professional standards.</p> <p>Ensure Equipment & Vehicle Safety is prioritized to ensure safety of employees and the public.</p> <p>Use outside resources (e.g. Fire Department equipment) if needed to ensure proper maintenance and repair.</p>

6.0 - ELEVATE INTERNAL PROCESSES

Elevating the importance and effectiveness of the City’s administrative functions is necessary if the City of Berkeley is to become an Employer of Choice. Berkeley is known for its community innovation and willingness to try new approaches to community problems. The same innovation should be encouraged and rewarded for internal process improvements. Innovation applied to internal processes will support organizational effectiveness, relationship building, and efficiency. By reducing inefficiencies and improving processes and use of technology, employees can reduce their frustration and focus their time and expertise on customer service and public improvements.

Structure & Programs

6.1	Restructure Reporting of Administrative Services (HR, IT, Finance, Contracts) to One Deputy City Manager	<p>Realign the management reporting structure so that the Human Resources, Information Technology, Finance and Contracts report to the same executive (Deputy City Manager).</p> <p>Encourage collaboration and coordination among the three departments to problem solve, share staff resources and innovate.</p>
6.2	Elevate Importance of Service-Oriented Administrative Services & Customer Connectivity	<p>Ensure administrative services departments deliver elevated level of customer service to departments and function as true business partners with line departments.</p> <p>Schedule regular bi-monthly meetings with Finance and IT department representatives to provide feedback, ideas, advise and help improve systems for each function. These meetings will facilitate to provide input on the most critical short- and long-term internal service needs of the departments.</p> <p>Develop service level metrics and provide regular reports on status of work orders and key initiatives.</p>
6.3	Create An Innovation Program	<p>Create an Innovation Program that reviews and rewards employees for creative and innovative ideas that save the organization time and money. Explore other ideas such as Innovation Labs, etc.</p>

Business Improvements

6.4	Empower Strike Teams / Interdepartmental Work Groups	<p>Create a Strike Team Model to accelerate implementation of improvements to internal processes across the organization. Empower the Strike Team with the authority to review systems, processes and technology and make improvements.</p> <p>Hire a Business Process Team (under Special Projects in CMO) to lead Strike Teams, document and realign key business processes (e.g., payroll, onboarding, staff report writing, technology acquisition) to affect efficiency and effectiveness of technology and practices/systems. Provide and coordinate staff training on processes.</p>
6.5	Provide Training on Common Administrative Practices & Procedures	<p>Employees and managers need to know how to process a contract, pay an invoice, start a recruitment, utilize an eligibility list, or prepare an evaluation.</p> <p>Create user guides, screen shots, and training manuals to help staff navigate the processes and procedures that are required for HR, IT, Contracts and Finance. Videos and training sessions should also be explored.</p>
6.6	Maximize Intranet as an Employee Resource	<p>Review and revamp as necessary, the City’s Intranet (i.e. SharePoint and Microsoft Suite of services), to create a vibrant, well organized, and content rich system for employees and managers to access and utilize.</p>

		<p>Identify an owner of these systems and complete buildout and deployment. Provide departments access to update within guidelines and naming conventions. Examples of content include training videos, communication templates, access to employee benefit resources, documentation of common processes.</p>
<p>6.7</p>	<p>Implement Business Practice Improvements in Finance, Information Technology, Payroll, HR and Contracts</p>	<p>Prioritize implementation of these services to support efficient operations across the organization:</p> <p><u>Finance / Payroll</u> -- Establish implementation deadlines for:</p> <ol style="list-style-type: none"> 1. On-line electronic timesheets for Payroll integrated with the City’s financial management system. 2. ERMA modules implementation <p><u>Information Technology</u> -- Prioritize implementation of basic services to support efficient operations across the organization:</p> <ol style="list-style-type: none"> 1. File sharing - Consistency software and retention conventions across the organization. 2. TEAMs - Deployment of full capabilities with access when working on-site or remotely. 3. Cell phones - Consider change in cell phone policy that allows for reimbursement v. City issued cell phones. 4. Work Order System – Enhance transparency to provide departments with estimated time of service delivery and status on IT service requests. <p><u>Contracts</u> -- Enhance common processes with modern templates and software.</p> <ol style="list-style-type: none"> 1. Request for Proposals / Purchasing solicitations – Deploy standard templates for various types of RFPs and solicitations. Ensure vendor quality and performance is integrated into consistent purchasing solicitation processes throughout organization. 2. Vendor performance standards – Establish basic standards to ensure satisfactory service from City vendors. <p><u>Signature Authority</u> – Update levels of signing authority for City Manager and City Attorney to levels similar to other organizations of Berkeley’s complexity. Allows for greater efficiency and effectiveness in business processing. A quarterly report can be provided to Council to ensure transparency.</p> <ol style="list-style-type: none"> 1. <u>City Manager Signing Authority</u> -- Increase City Manager’s signature authority from \$50,000 to a minimum for \$100,000. Conduct a study of other similar size municipalities to learn about the practices of other agencies in this authority for additional increase. 2. <u>City Attorney Settlement Authority</u> – Increase City Attorney’s signature Authority from \$15,000 for an individual liability claim to \$50,000. Conduct a study of other similar size municipalities to learn about the practices of other agencies in this authority for additional increase.

COMPENSATION & BENEFITS – ORGANIZATIONAL FEEDBACK

Compensation and benefits are key ingredients in the attraction and retention of employees. There was a range of feedback provided to MRG regarding Berkeley's competitive position in the marketplace and compensation. Many employees and managers participating in interviews and focus groups raised concerns about aspects of the City's compensation portfolio. During MRG's interviews and focus groups, comments and suggestions were collected, and themes developed regarding compensation and benefits.

These items are subject to bargaining with labor unions and require negotiations and/or a meet and confer process. In addition, many compensation concerns require additional research and analysis before recommendations could be developed which was beyond the scope of this study. For these reasons, MRG did not include compensation and benefits recommendations within the formal Roadmap. However, these items should be reviewed by the City and labor as negotiations are initiated.

The City does not have a formal compensation policy or philosophy for the City as a whole that supports benefit structure and continuity across all labor groups. Many non-salary benefits have been negotiated over time by each individual labor group creating inconsistencies among labor groups. These different levels create perceptions of unfairness. In addition, these individual differences create added administrative complexity for the Human Resources Department, Auditor's Office and Finance Departments. It takes time to align core benefits across all labor groups, but the gains are worth the work for the employee and the organization. Below are comments and themes provided to MRG during interviews and focus groups.

SALARY

- Many concerns from employees, labor groups, and management regarding base salary levels for all levels of employees and compaction issues. Very difficult to recruit and retain specialized technical positions such as engineers, information technology staff, public safety, and electricians. MRG was told of numerous instances where prospective candidates chose to not accept employment offers from Berkeley based on the salary and benefits offered.
- Employees that worked in the office during COVID versus remotely feel that there should be some financial appreciation for their work.
- Explore mechanisms to allow an employee to be moved to a higher step based on equity, retention, or performance. Review longevity pay or retention differentials as tools to retain employees at key intervals.

BENEFITS

Benefits – Comprehensive Review

- Consider a comprehensive review of benefits looking forward to what employees value now versus when the current benefit system was developed decades ago. Employees are generally seeking more value now versus the value for a future retirement (which will be less for PEPRAs employees).
- Consider making benefit levels that same for all employees for as many basic health and wellbeing benefits as possible. This would simplify benefit administration and remove equity concerns.

Retirement – PERS

- Concerns remain regarding the ramp down and equalization of Classic and PEPRAs for existing and prospective employees.

Health Related Benefits

- Medical Benefits – Deep appreciation for the rich health benefit with limited co-pays.
- Vision -- No vision plan offered by City except to IBEW Local 1245. Relatively inexpensive benefit. High interest from employees.

Leave Benefits

- Vacation Leave – Various ideas offered for vacation leave.
 - Leave Accrual Rates – Concerns about the rate of accruals at various years of service.
 - Lateral Hires -- Interest in being able to offer seasoned public employees coming from other agencies with higher level of vacation leave as a starting point. Want to attract seasoned lateral talent without starting over with only 2 weeks of vacation leave. Explore way to provide years of service credit from other public agencies into Berkeley's leave accrual rates. (Ability to hire lateral police and fire personnel is critical.)
 - Desire for vacation cash out with management of leave caps.
- Administrative Leave – Administrative Leave is low (50 hours/year) compared to other agencies. Most Bay Area agencies provide higher hours of Administrative Leave to recognize the additional hours of work provided by management and professional staff including commission, committees and other night meetings while being exempt from overtime.
- Family / Elder Care Leave – No City paid Family Leave and Elder Care leave in place. Current practice allows for 1 year of leave with no pay and City provided medical benefits.

Commuter Subsidy and Employee Parking Benefits

- Transit / Parking Benefits -- Extensive frustration and comments regarding the Commuter Subsidy and employee parking. A review and update of parking and transit programs and benefits would be well received by employees.
 - While the City wants to encourage public transit for environmental sustainability, it's not convenient nor usable by many employees based on where they live.
 - Parking is cumbersome and costly for employees working downtown. Many employees park many blocks away from City Hall to ensure free parking. When it is dark outside, staff doesn't always feel safe walking to and from their vehicle. Employees stated that the convenient City Center lot frequently has capacity that is underutilized, but the cost is too high for employees without some City subsidy.
 - Enhancements to the parking and transit benefits can be seen as a way to recognize the efforts of employees who are coming into the office every day and have extra costs associated with their work for the City of Berkeley.

Miscellaneous Benefits

- Gym / Health Membership – The City pays for YMCA membership located in Berkeley. Consider providing benefit to employees using gyms outside of Berkeley.
- Employee Assistance Program – Provide additional mental health visits under base contract.

Management Benefits

- Interest in exploring car allowance, performance bonus, additional Administrative or Management Leave, enhanced wellness program, a sabbatical after determined term of service.

JOB CLASSIFICATION

- Many job classifications are outdated in terms of titles, requirements and descriptions of duties with affects on recruitment and promotional opportunities. Specifically, MRG heard concerns raised regarding Information Technology and Public Health.

APPENDIX B: MRG CONSULTANT FIRM / TEAM

Municipal Resource Group, LLC is an experienced, full-service consulting firm dedicated to assisting client agencies in attaining their strategic goals. MRG was founded in 2009 by highly skilled and broadly experienced professionals. MRG has a team of professionals who work to address challenges for both public and private sector clients. Our consultants have extensive experience in all aspects of Organizational Assessment & Development, Human Resources, including staffing and effectiveness analyses. Our team is experienced in working with elected officials, agency executives, managers, and staff.

- ✓ Full-service professional management consulting firm with over 60 affiliated consultants.
- ✓ Offices in Sacramento and Southern California.
- ✓ Deep HR and organizational development expertise.
- ✓ Deliver transformational solutions to leadership, governance, human resource, financial management and other complex organizational challenges.
- ✓ Help agencies rethink historic practices and review what is possible within agency-specific rules and standards.



Project Team:



MARY EGAN

Managing Partner/CEO

- Executive Coaching, Workplace Investigation, & Crisis Navigation
- Delivering truth to governing boards/leaders to solve complex problems



CATHY CAPRIOLA

Project Manager

- 30 years – local government
- Retired City Manager
- Organization Development, Leadership & Team Coaching
- Developer of people & organizations to the next tier



CRAIG WHITTON

Consultant

- 31 years - local government
- Retired DH & Assistant City Manager
- Driver of actionable service delivery improvements



MARCIE SCOTT

Consultant

- 20 years as HR Director & Manager in cities
- Seasoned guide for personnel management & employee relations

Berkeley Matters

THE BI-WEEKLY HR NEWSLETTER FOR THE CITY OF BERKELEY



What's New

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Mandatory Trainings: Aiming for 100% Compliance

Over the past couple of years, COVID's disruptive effects have not spared the City's compliance rates with mandatory trainings, such as harassment prevention training that is required by state law. In order to get us back on track, full compliance with mandatory trainings will be a key goal for 2023, and December 31 will be the compliance deadline.

I am inviting all departments with fewer than 50 employees to aim for 100% compliance even earlier – by June 30; larger departments should aim for 50% compliance by June 30, 75% by September 30, and 100% by year's end.

The trainings are listed on p. 9 of this issue of "Berkeley Matters" and can easily be accessed through the "Click Here" button at the top of the page. They're self-paced and available online for your convenience.

Please register now so we can reach that 100% target!

– Aram Kouyoumdjian, Director of Human Resources



• **HR ADMINISTRATION**

ARAM KOUYOUMDJIAN, HR DIRECTOR

JESSICA LEWIS (ADMIN SUPPORT)
JELEWIS@CITYOFBERKELEY.INFO
510-981-6824

DAWUD BREWER, EMPLOYEE RELATIONS MANAGER
DBREWER@CITYOFBERKELEY.INFO
510-981-6821

MONICA WALKER, HUMAN RESOURCES MANAGER
MWALKER@CITYOFBERKELEY.INFO
510-981-6818

• **EMPLOYEE RELATIONS**
• **LRCC**

DAWUD BREWER (EMPLOYEE RELATIONS)
DBREWER@CITYOFBERKELEY.INFO
510-981-6821

KISMET TENG
KTENG@CITYOFBERKELEY.INFO
510-981-6804

• **WORKERS' COMP**
• **ADA**
• **LEAVES**

WORKERS' COMP (SUBMIT CLAIMS)
HRWORKERSCOMP@CITYOFBERKELEY.INFO

CARI MCDONALD
CMCDONALD@CITYOFBERKELEY.INFO
510-981-6816

• **CITYWIDE TRAINING**

WILHELMINA PARKER
WPARKER@CITYOFBERKELEY.INFO
510-981-6823

• **EEO MATTERS**

TAMELA HOPSON-DUDLEY
THOPSON-DUDLEY@CITYOFBERKELEY.INFO
510-981-6811

• **RECRUITMENTS**
• **EXAMS/TESTS**

JENEEN MILLER-EDENBURG
JEMILLER@CITYOFBERKELEY.INFO
510-981-6817

RIO TESS MUSNI
RMUSNI@CITYOFBERKELEY.INFO
510-981-6805

MICHELLE YOO
MYOO@CITYOFBERKELEY.INFO
510-981-6802

• **SAFETY**
• **ERGONOMICS**
• **CAL/OSHA**

KEVIN WALKER
KWALKER@CITYOFBERKELEY.INFO
510-981-6825

TRISA "VENUS" THOMAS
VTHOMAS@CITYOFBERKELEY.INFO
510-981-6819

• **TRANSACTIONS**

TIANA DICKSON
TDICKSON@CITYOFBERKELEY.INFO
510-981-6814

CASANDRA HUFF
CHUFF@CITYOFBERKELEY.INFO
510-981-6894

FEUY SAEPHAN
FSAEPHAN@CITYOFBERKELEY.INFO
510-981-6822

• **BENEFITS**

SOPHEA SHEPHARD
SSHEPHARD@CITYOFBERKELEY.INFO
510-981-6815

VELMA WALLACE
VWALLACE@CITYOFBERKELEY.INFO
510-981-6808

For more information about what to expect during the hiring process and to apply online:



*Applications must be submitted no later than 5pm on the closing date.

Recruitment	Reason	Type	Hourly Rate	Opening Date	Closing Date
Accounting Office Specialist II	Vacancy	Competitive	\$32.80 to \$35.72	March 12, 2023	Continuous
Accounting Office Specialist III	Vacancy	Promotional	\$37.99 to \$41.41	February 21, 2023	Continuous
Accounting Technician	Vacancy	Promotional	\$37.38 to \$45.00	December 19, 2022	Continuous
Assistant Civil Engineer	Vacancy	Competitive	\$54.86 to \$66.35	November 11, 2022	Continuous
Assistant Management Analyst	Vacancy	Competitive	\$39.30 to \$46.35 \$38.81 to \$45.81	Continuous	Continuous
Associate Civil Engineer	Vacancy	Competitive	\$60.43 to \$73.02	November 11, 2022	Continuous
Associate Human Resources Analyst (Employee Relations) (Req#2022-00720E)	Vacancy	Competitive	\$50.42 to \$60.72	March 27, 2023	April 24, 2023
Associate Human Resources Analyst (Recruitments) (Req#2022-00922E)	Vacancy	Competitive	\$50.42 to \$60.72	March 27, 2023	April 24, 2023
Associate Planner (Req#2022-00878E, 2023-01149)	Vacancy	Competitive	\$47.16 to \$55.98	March 27, 2023	April 24, 2023
Behavioral Health Clinician I	Vacancy	Competitive	\$41.55 to \$48.73	Continuous	Continuous
Behavioral Health Clinician II	Vacancy	Competitive	\$45.76 to \$53.45	Continuous	Continuous
Building & Safety Manager / Chief Building Official (Req#2022-00966E)	Vacancy	Competitive	\$76.65 to \$95.99	March 13, 2023	April 10, 2023
Community Development Project Coordinator (Req#2022-00756E, 2021-00439E)	Promotion	Competitive	\$50.42 to \$60.96	August 1, 2022	Continuous
Community Services Specialist II (Req#2022-00754E, 2022-00779E, 2022-00940E, 2023-01074)	Vacancy	Competitive	\$48.42 to \$57.49	March 20, 2023	April 10, 2023
Customer Services Specialist III (Req#2022-01017)	Vacancy	Promotional	\$37.99 to \$41.41	March 6, 2023	March 27, 2023
Deputy City Attorney II/III (Req#2022-00485E, 2022-00506E)	Vacancy	Competitive	\$67.50 to \$95.43	Continuous	Continuous
Electrician (Req#2020-00113E, 2021-00095E, 2021-00353E)	Vacancy	Competitive	\$48.29 to \$52.92	Continuous	Continuous
Epidemiologist	Vacancy	Competitive	\$41.70 to \$50.69	Continuous	Continuous
Fire Prevention Inspector (Sworn)	To Establish a List	Competitive	\$60.13 to \$66.29	Continuous	Continuous
Firefighter Paramedic	Vacancy	Competitive	\$32.18 to \$41.96	Continuous	Continuous
Firefighter Paramedic Lateral	Vacancy	Competitive	\$32.18 to \$41.96	Continuous	Continuous
Hazardous Material Specialist I/II (Req#2023-01106)	Vacancy	Competitive	\$50.91 to \$59.00	February 27, 2023	March 27, 2023
Health Services Program Specialist (Req#2021-00457, 2021-00373)	Vacancy	Competitive	\$45.02 to \$52.49	March 20, 2023	April 17, 2023

Recruitment	Reason	Type	Hourly Rate	Opening Date	Closing Date
Housing Inspector I (Certified) (Req#2023-01138)	Vacancy	Competitive	\$41.48 to \$49.21	March 20, 2023	Continuous
Legal Office Supervisor (Req#2023-01153)	Vacancy	Competitive	\$42.85 to \$52.39	March 27, 2023	April 17, 2023
Marina Assistant (Req#2020-00066)	Promotion	Competitive	\$32.96 to \$34.94	Continuous	Continuous
Mechanic (Req#2021-00022E, 2021-00179E)	Vacancy	Competitive	\$44.60 to \$47.28	Continuous	Continuous
Medical Director	Vacancy	Competitive	\$90.41 to \$102.71	February 13, 2023	Continuous
Mental Health Clinical Supervisor (Req#2019-00213E)	Vacancy	Competitive	\$50.56 to \$62.08	July 4, 2022	Continuous
Mental Health Nurse (Req#2020-00083E, 2021-00263E)	Vacancy	Competitive	\$57.22 to \$69.55	July 20, 2020	Continuous
Mid-Level Practitioner (Req#2018-00129, 2019-00221, 2016-00265)	Vacancy	Competitive	\$58.04 to \$64.35	Continuous	Continuous
Office Specialist II	Vacancy	Competitive	\$32.10 to \$35.03 \$32.16 to \$35.38	March 6, 2023	Continuous
Office Specialist III	Vacancy	Promotional	\$37.29 to \$40.72 \$36.84 to \$40.49	Continuous	Continuous
Paramedic	Vacancy	Competitive	\$30.00 to \$45.00	Continuous	Continuous
Police Officer Lateral	Vacancy	Competitive	\$52.76 to \$65.67	Continuous	Continuous
Police Officer Recruit (Req#2021-00233E)	Resignation	Competitive	\$43.18	June 20, 2022	Continuous
Psychiatrist	Vacancy	Competitive	\$90.52 to \$133.73	Continuous	Continuous
Public Health Nurse (Req#2021-00096E)	Vacancy	Competitive	\$53.36 to \$62.24	Continuous	Continuous
Public Safety Dispatcher I (Req#2021-00280E, 2021-00251E)	Vacancy	Competitive	\$32.18 to \$35.17	April 25, 2022	Continuous
Public Safety Dispatcher II	Vacancy	Competitive	\$45.98 to \$49.90	Continuous	Continuous
Registered Nurse	Vacancy	Competitive	\$51.68 to \$57.28	Continuous	Continuous
Revenue Development Specialist I/II (Req#2022-00891E, 2022-00890E, 2022-00889E, 2022-00888E)	Vacancy	Competitive	\$48.42 to \$57.49	December 19, 2022	Continuous
Revenue Development Supervisor (Req#2021-00085E)	Resignation	Competitive	\$51.63 to \$62.41	December 19, 2022	Continuous
Senior Behavioral Health Clinician	Promotion	Competitive	\$49.95 to \$58.31	September 26, 2022	Continuous
Senior Human Resources Analyst (Employee Relations) (Req#2022-00720E)	Vacancy	Competitive	\$55.96 to \$67.62	March 27, 2023	April 24, 2023
Senior Human Resources Analyst (Recruitments) (Req#2022-00922E)	Vacancy	Competitive	\$55.96 to \$67.62	March 27, 2023	April 24, 2023
Senior Information Systems Specialist (Req#2022-00543E)	Retirement	Competitive	\$48.56 to \$57.87	Continuous	Continuous
Senior Legal Secretary (Req#2023-01150)	Vacancy	Competitive	\$38.88 to \$46.58	March 20, 2023	April 10, 2023

Recruitment	Reason	Type	Hourly Rate	Opening Date	Closing Date
Senior Systems Analyst (Req#2022-00995, 2022-00996)	Vacancy Retirement	Competitive	\$57.98 to \$70.62	December 27, 2022	Continuous
Service Technician	Vacancy	Competitive	\$37.44 to \$39.73	Continuous	Continuous
Supervising Public Health Nurse	Vacancy	Competitive	\$62.73 to \$73.65	Continuous	Continuous
Tool Lending Specialist	Vacancy	Competitive	\$35.38 to \$39.20	March 14, 2023	April 4, 2023
Vector Control Technician (Req#2023-01063)	Vacancy	Competitive	\$34.48 to \$36.77	March 6, 2023	March 27, 2023

Recruitment	Reason	Type	Salary	Opening Date	Closing Date	How to Apply
Building Inspector I/II (Certified) (2022-00619E)	Vacancy	Competitive	BI 1: \$95,872 to \$113,738 DOE/DOQ BI 2: \$102,767 to \$121,895 DOE/DOQ	March 6, 2023	April 3, 2023	<u>For this recruitment, applications will only be accepted HERE.</u>
Manager of Engineering	Vacancy	Competitive	\$159,424 to \$199,646 DOE/DOQ	March 6, 2023	April 3, 2023	<u>For this recruitment, applications will only be accepted HERE.</u>

For more information about what to expect during the hiring process and to apply online:



*Applications must be submitted no later than 5pm on the closing date.

To be considered for the vacancies listed below, employees must:

- 1) Have a career appointment in the specific classification listed AND be on the “Transfer List” **OR**
- 2) Have their name on an active “Eligible List” **OR**
- 3) Have their name on a “Reinstatement List”

Please call or email the department contact within **one week** of the job posting if you meet one of the above criteria

To have your name placed on the transfer list:



Classification	Reason	Department	Contact
Assistant Recreation Coordinator (Req#2023-01151)	Promotion	PRW	Denise Brown @ 981-6707 Dbrown@cityofberkeley.info
Assistant Recreation Coordinator (Req#2023-01156)	Vacancy	PRW	Denise Brown @ 981-6707 Dbrown@cityofberkeley.info
Community Development Project Coordinator (Req#2023-01116)	Vacancy	HHCS	Joshua Oehler @ 981-5408 Joehler@cityofberkeley.info
Equity, Diversity, and Inclusion Program Manager (Req#2023-01084)	Vacancy	Library	Francesca Neveu Gibson FNeveuGibson@cityofberkeley.info
Human Resources Technician (Req#2023-01175)	Promotion	Human Resources	Dawud Brewer @ 981-6821 Dbrewer@cityofberkeley.info
Library Assistant (Req#2023-01157)	Vacancy	Library	My Chan Mchan@cityofberkeley.info
Office Specialist II (Req#2023-01134)	Promotion	HHCS	Cynthia Hall @ 981-7624 Chall@cityofberkeley.info
Office Specialist II (Req#2023-01144)	Vacancy	HHCS	Rachel Rodriguez @ 981-7713 Rarodriguez@cityofberkeley.info
Program Manager II (Req#2023-01090)	Vacancy	City Manager	Tasha Tervalon @ 981-5347 Ttervalon@cityofberkeley.info
Revenue Development Specialist I/II (Req#2022-00889E, 2022-00890E, 2022-00891E, 2022-00888E)	Vacancy	Finance	Rosario Riche @ 981-7334 Rriche@cityofberkeley.info
Revenue Development Supervisor (Req#2021-00085E)	Vacancy	Finance	Rosario Riche @ 981-7334 Rriche@cityofberkeley.info
Senior Management Analyst (Req#2022-00976)	Vacancy	HHCS	Ann Song @ 981-5399 Asong@cityofberkeley.info
Senior Management Analyst (Req#2023-01143)	Vacancy	Public Works	Joy Brown @ 981-6629 Ejbrown@cityofberkeley.info
Senior Systems Analyst (Req#2022-00995, 2022-00996)	Vacancy Retirement	Information Technology	Kevin Fong @ 981-6541 Kfong@cityofberkeley.info
Tool Lending Specialist (Req#2023-01119)	Vacancy	Library	Francesca Neveu Gibson FNeveuGibson@cityofberkeley.info

Please note: The job information provided here is for the benefit of the City of Berkeley employees ONLY

Temporary vacancies with an eligible list

To be considered for the vacancies listed below, employees must:

- 1) Have a career appointment in the specific classification listed AND be on the "Transfer List" **OR**
- 2) Have their name on an active "Eligible List" **OR**
- 3) Have their name on a "Reinstatement List"

Please call or email the department contact within **one week** of the job posting if you meet one of the above criteria

Classification	Reason	Department	Contact	Duration
Intern (Req#2023-01173)	Vacancy	Fire	Shanalee Gallagher @ 981-5429 Sgallagher@cityofberkeley.info	NTE 6 months
Senior Management Analyst (Req#2022-00957E)	Vacancy	HHCS	Tanya Bustamante @ 981-5178 Tbustamante@cityofberkeley.info	NTE 3 years
Traffic Maintenance Worker I (Req#2023-01092)	Promotion	Public Works	Roger Mason @ 981-6465 Rmason@cityofberkeley.info	NTE 6 months

Temporary vacancies without an eligible list

If you have a career appointment in the specific classification listed apply to be on the "Transfer List" **AND** call or email the department contact person within **one week** of the job posting.

Classification	Department	Contact	Duration	Opening Date	Closing Date
Check back next week in the Berkeley Matters Recruitment Supplement!					

If you would like to be considered for one of these vacancies please apply online:



To have your name placed on the transfer list:



For promotional only vacancies:



Please note: The job information provided here is for the benefit of the City of Berkeley employees ONLY

<u>Type</u>	<u>Name</u>	<u>Classification</u>	<u>Department</u>
Appointments	Ulysse Daviet	Senior Service Aide	HHCS
	Richard Luong	Parking Enforcement Officer	Police
	Ashley Carter	Deputy City Attorney II	City Attorney
	Jennifer Jalbert	Nutritionist	HHCS
	Jennifer Sajor	Community Development Project Coordinator	Public Works
	Kenika Johnson	Social Services Specialist	HHCS
	Jennifer Caldwell	Behavioral Health Clinician I	HHCS
Promotions	Martine Liautaud-Perkins	Office Specialist III	City Clerk
	John Boggs	Senior Information Systems Specialist	Library
	Niloufar Karimzadegan	Senior Planner	Planning
	Yin Siu	Senior Behavioral Health Clinician	HHCS
	Marcus Bell	Senior Information Systems Specialist	Information Technology
	Barry Jennings	Information Systems Manager	Information Technology
	Eun Ah Lim-Stangl	Assistant Management Analyst	Police
	Bernard Hayes	Solid Waste Truck Driver	Public Works
Retirements	Leticia Hernandez	Accounting Office Specialist III	Public Works

SKILLED WORKER ACADEMY TRAININGS

<u>Training Date</u>	<u>Topic</u>	<u>Audience</u>	<u>Location</u>
March 30, 2023 12:30pm-2:00pm	Critical Thinking	Skilled Worker Academy	Green Room - Corp. Yard
March 30, 2023 2:30pm-4:00pm	Critical Thinking	Skilled Worker Academy	Green Room - Corp. Yard
April 6, 2023 12:30pm-2:00pm	Self-Management	Skilled Worker Academy	Green Room - Corp. Yard
April 6, 2023 2:30pm-4:00pm	Self-Management	Skilled Worker Academy	Green Room - Corp. Yard

LIST OF MANDATORY CITYWIDE TRAININGS - TO REGISTER



Topic	Audience	Location	Completion Deadline
Harassment Awareness	All City Staff	Online self-paced	December 31, 2023
Ethics Awareness	All City Staff	Online self-paced	December 31, 2023
Active Shooter Awareness	All City Staff	Online self-paced	December 31, 2023
Code of Conduct Series	All supervisors and managers	Online self-paced	December 31, 2023
Drug & Alcohol Training	All City Staff	Online self-paced	December 31, 2023
Drug & Alcohol awareness on the job	All supervisors and managers	Online self-paced	December 31, 2023
Drug & Alcohol awareness on the job	All DOT supervisors and managers	Online self-paced	December 31, 2023
Domestic Violence Guidelines	All supervisors and managers	Online self-paced	December 31, 2023
Domestic Violence Guidelines	All City Staff	Online self-paced	December 31, 2023
3Cs - Creating a culture of service	All City Staff	Online self-paced	Ongoing

LIST OF UPCOMING CLASSES - TO REGISTER



Training Date	Topic	Audience	Location
March 28, 2023 12:00pm-1:00pm	Brown Bag - Assess Your Stress	All City Staff	Zoom
March 30, 2023 9:00am-12:00pm	Outlook Calendar, Contacts, & Organizing Emails	All City Staff	Zoom
April 6, 2023 9:00am-11:00am	3Cs - Budget Academy	All City Staff	Zoom
April 6, 2023 11:00am-3:00pm	3Cs = Collaborative Communication at Work	All City Staff	TBD
April 12, 2023 1:00pm-4:00pm	3Cs - Embracing the "New Normal" Workplace	All City Staff	Zoom
April 18, 2023 9:30am-11:30am	Writing Council Reports	All City Staff	Zoom
April 20, 2023 9:00am-12:00pm	Excel 1, Part 1	All City Staff	Zoom

2023 NEW EMPLOYEE ORIENTATION SCHEDULE -



FOR QUESTIONS PLEASE CONTACT WILHELMINA PARKER AT WPARKER@CITYOFBERKELEY.INFO

CATASTROPHIC LEAVE REQUEST DONATION FOR NICOLE TRAYLOR

NICOLE TRAYLOR HAS BEEN DEALING WITH A SERIOUS MEDICAL CONDITION AND HAS EXHAUSTED ALL OF HER AVAILABLE LEAVE. ANY DONATIONS OF LEAVE WOULD BE GREATLY APPRECIATED BY NICOLE.

CATASTROPHIC LEAVE REQUEST DONATION FOR DEON CATLETT

DEON CATLETT HAS BEEN DEALING WITH A SERIOUS MEDICAL CONDITION AND HAS EXHAUSTED ALL OF HIS AVAILABLE LEAVE. ANY DONATIONS OF LEAVE WOULD BE GREATLY APPRECIATED BY DEON.

CATASTROPHIC LEAVE REQUEST DONATION FOR JONAH LOPP

JONAH LOPP'S FAMILY HAS BEEN DEALING WITH A SERIOUS MEDICAL CONDITION AND HE HAS EXHAUSTED ALL OF HIS AVAILABLE LEAVE. ANY DONATIONS OF LEAVE WOULD BE GREATLY APPRECIATED BY JONAH.



IF YOU WOULD LIKE TO DONATE LEAVE, PLEASE CHECK YOUR MOU FOR ALLOWABLE DONATIONS AND COMPLETE THE LEAVE TRANSFER FORM.

[CLICK HERE](#)

EMPOWER 457 - CITY OF BERKELEY DEFERRED COMPENSATION PLAN

HOW'S YOUR FINANCIAL WELLNESS STACKING UP?

FINANCIAL WELLNESS IS IMPORTANT AND MEANS DIFFERENT THINGS TO DIFFERENT PEOPLE. MANY INFLUENCES IN YOUR LIFE CAN AFFECT YOUR FINANCES – ESPECIALLY YOUR ABILITY TO SAVE FOR YOUR FUTURE. TO HELP KEEP YOUR LONG-TERM STRATEGY ON TRACK, CONSIDER HOW YOU CAN IMPROVE YOUR APPROACH TO THE FOLLOWING IMPORTANT AREAS:

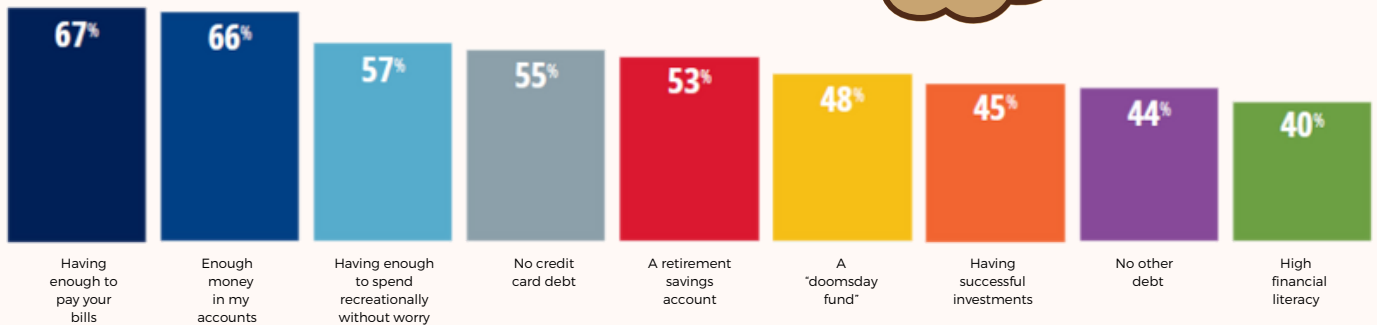
- CREATING AN EMERGENCY FUND
- REDUCING YOUR HIGH-INTEREST DEBT
- SAVING FOR LARGER PURCHASES

AS YOU BEGIN TO TAKE THESE STEPS, YOU MAY FEEL LESS STRESS RELATED TO YOUR FINANCIAL LIFE AND LIFE IN GENERAL. YOU CAN GET HELP WITH MANY AREAS OF YOUR FINANCIAL WELLNESS BY VISITING EMPOWER'S LEARNING CENTER. HERE ARE SOME FINANCIAL STRATEGIES PEOPLE RATE AS BEING THE MOST IMPORTANT TO THEIR PERSONAL FINANCIAL WELL-BEING.



Schedule an appointment today to discuss your retirement savings account or you can email jose.anaya@empower.com

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LEARN MORE BY SCHEDULING A ONE-ON-ONE MEETING

TO SCHEDULE AN APPOINTMENT ONLINE

[CLICK HERE](#)

**OR YOU CAN EMAIL NANCY.GARRITY@VOYA.COM
OR CALL 888-713-8244 EXT.2**



Occupational health services

East Bay Service Area

Care is available to all employees, not just Kaiser Permanente members.

If you have an emergency medical condition, call 911 or go to the nearest hospital.

For a non-life-threatening, work-related injury or illness, follow 2 simple steps:

1. Inform your supervisor of your work-related injury or illness as soon as possible.
2. Call the Kaiser Permanente On-the-Job® occupational health center listed below. To locate other Kaiser Permanente On-the-Job® center locations, call 1-888-565-9675.

Your dedicated Kaiser Permanente On-the-Job® occupational health centers

Oakland Medical Center

Broadway Medical Office and

Cancer Center

3701 Broadway

5th Floor, Suite 501

Oakland, CA 94611

510-752-1244

Hours: Mon-Fri,

8 a.m.-5 p.m.*

Richmond Medical Center

901 Nevin Avenue

Medical Office Building 1

1st Floor, Dept 107

Richmond, CA 94801

510-307-1560

Hours: Mon-Fri,

8:30 a.m.-12:30 p.m.,

1:30 p.m.-5 p.m.*

After-Hours/Urgent Care

Oakland Medical Center

Broadway Medical Office and
Cancer Center

3701 Broadway

4th Floor, Dept 400

Oakland, CA 94611

510-752-1190 / 510-752-1000

Mon-Fri, 5:30 p.m.-7 p.m.

Sat, Sun, and holidays,

9 a.m.-5 p.m.

Emergency/Hospital Services

Oakland Medical Center

3600 Broadway, 1st Floor

Oakland, CA 94611

510-752-1130 / 510-752-1190

Hours: 24 hours a day,

7 days a week

Richmond Medical Center

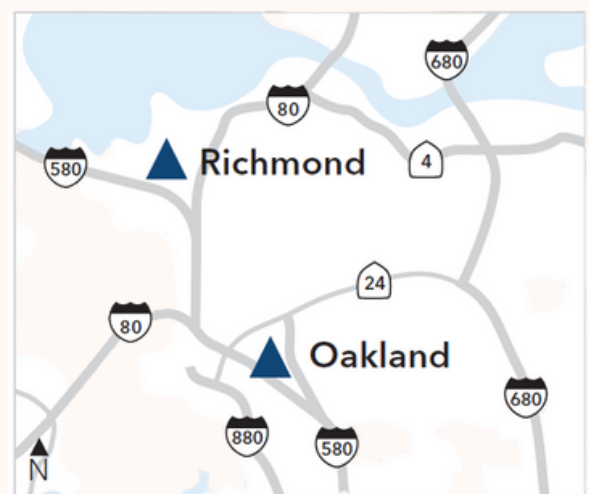
901 Nevin Avenue

Richmond, CA 94801

510-307-1555 / 510-307-1566

Hours: 24 hours a day,

7 days a week



* Holidays closed: Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, New Year's Day

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Non-emergency injured workers should seek care at the Occupational Health Center during normal business hours.