

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 3.27
(ID # 24762)

MEETING DATE:
Tuesday, May 21, 2024

FROM : HUMAN RESOURCES:

SUBJECT: HUMAN RESOURCES AND DEPARTMENT OF PUBLIC SOCIAL SERVICES:
Classification and Compensation recommendation to establish new Residential Care
classifications for Harmony Haven Youth and Children Center; and amend Ordinance No. 440
Pursuant to Resolution No. 440-9419, All Districts. [Total Ongoing Cost of \$4,907,581, 100%
Departmental Budget]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the creation of a new Residential Care Worker class;
2. Approve the creation of a new Residential Care Social Worker class;
3. Approve the creation of a new Residential Care Supervisor class;
4. Approve the creation of a new Residential Care Manager class.
5. Amend Ordinance No. 440 pursuant to Resolution No. 440-9419.

ACTION: Position Added, Policy


Sarah Franco, Assistant County Executive Officer

4/15/2024

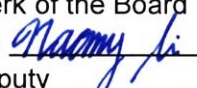

Charity Douglas, DPSS Director

4/15/2024

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Gutierrez, seconded by Supervisor Jeffries and duly carried by
unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Gutierrez
Nays: None
Absent: None
Date: May 21, 2024
xc: H.R., DPSS

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$417,953	\$4,907,581	\$0	\$4,907,581
NET COUNTY COST	\$0	\$0	\$0	\$0
SOURCE OF FUNDS: 100% Department Budget			Budget Adjustment:	No
			For Fiscal Year:	23/24

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The Riverside County Department of Public Social Services (DPSS) is dedicated to supporting and improving the health, safety, and well-being of individuals and families. DPSS operates a Transitional Shelter Care Facility, Harmony Haven Children and Youth Center. Staff provide direct care for children and youth who are temporarily awaiting placement into a more permanent home. They ensure that the physical, emotional, social, educational, and medical needs of children and youth are met.

Class and Comp received a request from DPSS to assist with establishing a staffing structure and new classifications for Harmony Haven Children and Youth Center (Harmony Haven). The facility has been staffed with current County classifications, which include Temporary Assignment Program positions (TAPs), but they do not fully capture the functions of the positions. Without clear functions between the job classifications, it has been difficult for the department to recruit and retain qualified staff. Potential employees are not fully aware of the duties and requirements to work in Harmony Haven. Within the facility, there is not a clear and smooth career progression. For staff to promote, they would need to leave Harmony Haven, get experience in other areas of DPSS, and then come back to Harmony Haven.

In response to the request, Class and Comp conducted a review of the surrounding counties' staffing structures and classifications that are used in their Transitional Shelter Care Facilities. Current county classifications were also reviewed, but none exist that would fully perform the functions needed nor have a career progression that aligns with Harmony Haven. The various structures and classifications from other counties were presented to DPSS as possible comparisons.

It is recommended to create 4 new classifications and create a career progression that would align with Harmony Haven. Creating the new classifications will allow a clear career path within Harmony Haven highlighting specific duties and the minimum qualifications required to promote within the facility. These new duties will differentiate Harmony Haven from other divisions within DPSS, which may utilize similar classifications.

The salary for the new classifications uses a blend of external market data and internal parity.

The Residential Care Worker salary is based on the 5-market, which demonstrates a salary

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
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range of \$44,923 - \$58,236/year (**Attachment 2**).

The Residential Care Social Worker salary is based on the minimum salary of the Social Services Practitioner I and the maximum salary of the Social Services Practitioner II. This was used as a blended learning level Social Worker class that does not carry caseloads.

The Residential Care Supervisor salary is based on the Social Services Supervisor I salary. This salary is used to keep internal parity with similar social services supervisory classes within DPSS.

The Residential Care Manager salary is set 5.5% below the minimum and maximum of the Regional Manager, Social Services due to the scope of responsibility and unique functions of Harmony Haven.

Classification Additions:

Residential Care Worker: It is recommended to add this classification to the Class and Salary Listing at salary plan/grade SEU9 153 (\$44,923 - \$58,236/year). This request is to also add 53 positions for the Department to recruit and fill. The new class specification is attached (**Attachment 3**).

Residential Care Social Worker: It is recommended to add this classification to the Class and Salary Listing using salary plan/grade SEU 136 (\$48,797 - \$70,433/year). The new class specification is attached (**Attachment 4**).

Residential Care Supervisor: It is recommended to add this classification to the Class and Salary Listing using salary plan/grade SEUS 683 (\$79,823 - \$101,642/year). The new class specification is attached (**Attachment 5**).

Residential Care Manager: It is recommended to add this classification to the Class and Salary Listing using salary plan/grade MRP 372 (\$86,017- \$136,491/year). The new class specification is attached (**Attachment 6**).

Impact on Residents and Businesses

This request does not have a direct impact on residents and businesses.

Additional Fiscal Information

The department will transition the TAPs to permanent positions so the cost will be offset by the salaries and benefits of the TAPs. The total cost of the 53 Residential Care Worker positions is approximately \$417,953 for FY 23/24, which includes salary and benefits. The cost for the next FY 24/25 will be approximately \$4,907,581 and includes salary and benefits.

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STATE OF CALIFORNIA**

The current fiscal year cost is within the department's budget. The department is working closely with the Executive Office to identify funding for next fiscal year and ongoing.

ATTACHMENTS

1. Resolution No. 440-9419
2. Residential Care Worker External Market Review
3. Residential Care Worker Class Specification
4. Residential Care Social Worker Class Specification
5. Residential Care Supervisor Class Specification
6. Residential Care Manager Class Specification



Alonzo Barrera, Principal Management Analyst 5/10/2024

RESOLUTION NO. 440-9419

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on May 21, 2024, that pursuant to Section 3(a)(iv) of Ordinance No. 440, the Director of Human Resources is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative the beginning of the pay period following approval, as follows:

<u>Job Code</u>	<u>+/-</u>	<u>Class Title</u>	<u>Salary Plan/Grade</u>
79907	+	Residential Care Manager	MRP 324
79906	+	Residential Care Social Worker	SEU 136
79908	+	Residential Care Supervisor	SEUS 683
79905	+	Residential Care Worker	SEU9 153

BE IT FURTHER RESOLVED that pursuant to Section 4(a)(ii) of Ordinance No. 440, the Assistant County Executive Officer/Human Resources Director is authorized to make the following listed change(s), operative the beginning of the pay period following approval, as follows:

<u>Job Code</u>	<u>+/-</u>	<u>Department ID</u>	<u>Class Title</u>
79905	+53	5100170000	Residential Care Worker

/kc
04/15/2024
440 Resolutions/KC

1 Board of Supervisors

County of Riverside

2
3 RESOLUTION NO. 440-9419

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5 ADOPTED by Riverside County Board of Supervisors on May 21, 2024.

6
7 ROLL CALL:

8
9 Ayes: Jeffries, Washington, Spiegel, Perez, and Gutierrez

10 Nays: None

11 Absent: None

12
13
14 The foregoing is certified to be a true copy of a resolution duly adopted by said Board of
15 Supervisors on the date therein set forth.

16
17 KIMBERLY A. RECTOR, Clerk of said Board

18
19 By: *Naomy Li*

20 Deputy

21
22
23
24
25 05/21/2024 3.27

REVISED

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<u>Job Code</u>	<u>+/-</u>	<u>Class Title</u>	<u>Salary Plan/Grade</u>
79907	+	Residential Care Manager	MRP 334
79906	+	Residential Care Social Worker	SEU 136
79908	+	Residential Care Supervisor	SEUS 683
79905	+	Residential Care Worker	SEU9 153

BE IT FURTHER RESOLVED that pursuant to Section 4(a)(ii) of Ordinance No. 440, the Assistant County Executive Officer/Human Resources Director is authorized to make the following listed change(s), operative the beginning of the pay period following approval, as follows:

<u>Job Code</u>	<u>+/-</u>	<u>Department ID</u>	<u>Class Title</u>
79905	+53	5100170000	Residential Care Worker

/kc
Revised
05/28/2024

Item 3.27
05/21/2024

/kc
04/15/2024
440 Resolutions\KC

05/21/2024

3.27

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3 RESOLUTION NO. 440-9419

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7 ROLL CALL:

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11 Absent: None

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15 Supervisors on the date therein set forth.

16
17 KIMBERLY A. RECTOR, Clerk of said Board

18
19 By:  _____

20 Deputy



RESIDENTIAL CARE MANAGER

Class Code: XXXXX

COUNTY OF RIVERSIDE
Established Date: XXX XX, 2024
Revision Date: XXX XX, 2024

SALARY RANGE

\$41.35 - \$65.62 Hourly
\$7,168.08 - \$11,374.28 Monthly
\$86,016.95 - \$136,491.40 Annually

CLASS CONCEPT:

Under general direction, plans, organizes, directs, and coordinates the work of staff at Harmony Haven Children and Youth Center; coordinates district social service programs with other agencies and the community; performs other related duties as required.

The Residential Care Manager is an advanced level manager classification and reports to a Deputy Director of Public Social Services. Incumbents are responsible for managing social service programs at Harmony Haven Children and Youth Center through subordinate supervisors. Incumbents are responsible for the assessment, implementation, evaluation of new service initiatives and programs, development of policy and procedure training, and act as program liaisons.

The Residential Care Manager is distinguished from the Deputy Director of Public Social Services in that the latter assists the Director of Public Social Services in the planning, directing and organizing of department activities and services in both operations and programs.

This class has been deemed eligible for the Performance Recognition Plan as set forth under Article 3, Section 311 of the County Management Resolution. Program eligibility requires employees to be in a leadership position, manage other employees or programs, and have significant influence on the achievement of organizational objectives.

REPRESENTATION UNIT: Management Resolution - Management

EXAMPLES OF ESSENTIAL DUTIES (MAY INCLUDE BUT NOT LIMITED TO):

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Plan, organize, direct, and coordinate through subordinate supervisors all social service activities within Harmony Haven Children and Youth Center; assess, implement and evaluate new service initiatives and County programs; responsible for the development, implementation and training of program policies and procedures; may act as liaison with internal and external stakeholders.

- Evaluate policies and procedures, and practices for effectiveness and consistency with department goals and standards; evaluate and assess operations relative to effective utilization of resources and achievement of goals, standards and program compliance; develop and recommend or implement changes to improve operations or modify programs to achieve organizational outcomes.
- Provide consultation and guidance to subordinates on unusual, sensitive, or complex case problems; confer with subordinate supervisory personnel and other staff on policy, program, and procedure modifications, and develop solutions.
- Maintain up-to-date electronic records of all aspects of the children and youth in a centralized database.
- Assist in preparing budget estimates and justification, monitor expenditures and maintain cost controls to compliance with budget provisions.
- Keep abreast of local, state, federal, and other regulatory agency laws, rules, regulations, policies and procedures to ensure compliance; represent the Department in contacts with public and private agencies or the community on matters relating to social service functions; understand, interpret, and apply the laws, regulations and policies applicable to public social service programs; review and implement administrative and operational procedures and methods to ensure compliance.
- Direct research and establish evaluative controls on accuracy and on case results; select and assign subordinate supervisors and evaluate their performance; prepare correspondence and reports as required.
- Drive frequent, long distances away from the home office to conduct field visits; attend meetings, trainings, conferences and community events; may conduct visits to out-stationed staff at remote locations and supervise outlying offices.
- Participate and assist in life saving measures such as First Aid, Narcan and Defibrillator.
- Participate and assist in de-escalation and emergency hands-on techniques.
- Represent the County, Department or Agency in state and/or County-wide at local, regional and statewide committees, conferences, meetings or training; establish and maintain effective working relationships with other agencies, community organizations, public officials and other staff members and individuals.
- Foster subordinate supervisory and employee development through performance appraisals, constructive feedback, and recognition of exceptional abilities; oversee and review all staffing and personnel management issues; take appropriate action to assist subordinate supervisors in resolving personnel problems.
- May conduct analysis on new or proposed state legislation pertaining to operations; may prepare and recommend new or revised policy and procedures for review and approval by executives.
- May conduct analysis on budgetary, fiscal, staffing, and human resources data, information, matters, or issues; provide findings, recommendations, or requests to administrative managers or staff in regard to budget, fiscal, human resources, or program development matters.
- May serve as In-Charge Deputy Director during absence of Deputy Director.

RECRUITING GUIDELINES:

OPTION I

Education: Graduation from an accredited college or university with a bachelor's degree in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment. (A master's degree from an accredited college or university is preferred.)

Experience: Three years of supervisory experience in direct care services in a public or private agency.

OPTION II

Education: Graduation from an accredited college or university with a bachelor's degree in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment. (A master's degree from an accredited college or university is preferred.)

Experience: Two years equivalent to the County of Riverside Social Services Supervisor II.

OPTION III

Education: Graduation from an accredited college or university with a bachelor's degree in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment. (A master's degree from an accredited college or university is preferred.)

Experience: Two years performing duties equivalent to a County of Riverside Residential Care Supervisor.

ALL OPTIONS

Knowledge of: Laws, regulations and policies governing a public social service agency; principles of public administration and personnel management as they apply to the operation of social service programs; techniques of providing casework consultation to staff members; principles of community organization; social service research methods.

Ability to: Plan, organize and manage the work of a large social service staff in an assigned geographical district; analyze service delivery and administrative problems; generate and evaluate alternatives, reach practical conclusions, formulate recommendations, and institute effective solutions; understand, interpret and apply the laws, regulations and policies applicable to public social service programs; establish and maintain effective working relationships with other agencies, community organizations, public officials, and other staff members and individuals; prepare clear, concise and logical oral and written reports.

SUPPLEMENTAL INFORMATION:

Job Competencies/Work Performance measures:

- Effectively manages competing demands.
- Uses highly effective and innovative presentation methods.

- Communicates clearly, concisely, and meaningfully in both written and verbal form.
- Gains trust and respect from subordinates, is enthusiastic to get the best out of people and motivates them to perform well.
- Performs under a great deal of pressure and makes accurate decisions under tight time frames.
- Gains confidence of subordinate supervisors, other managers and directors in the department.
- Serves as expert resource to management on social service programs within an assigned district.
- Demonstrates integrity (being ethical).
- Confronts appropriately (being willing to disagree in a manner that doesn't alienate); identifies and applies competencies to distinguish top employee performance.
- Provides leadership even when challenged with highly stressful or crisis situations.
- Implements planning processes that maximize the participation of subordinates to get the best results.
- Maintains full responsibility for subordinates' activities and sets a high priority on being available and visible within assigned districts.
- Inspires others to higher standards of performance.
- Is enthusiastic to get the best out of people.
- Provides leadership which reflects the vision, mission and values of the organization.
- Successfully drives changes in the job and work environment.

OTHER REQUIREMENTS:

License: Possession of a valid California Driver's License.

First Aid and CPR certifications are required within one month of hire and must be maintained throughout employment.

In addition, 24 hours of initial training and other department training is required per Transitional Shelter Care Facility Operating Standard.

Criminal Record: No felony convictions for positions within the Department of Public Social Services, Children's Services Division.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

PROBATIONARY PERIOD:

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.



RESIDENTIAL CARE SUPERVISOR

Class Code: XXXXX

COUNTY OF RIVERSIDE
Established Date: XXX X, 2024
Revision Date: XXX X, 2024

SALARY RANGE

\$38.38 - \$48.87 Hourly
\$6,651.92 - \$8,470.14 Monthly
\$79,823.02 - \$101,641.62 Annually

CLASS CONCEPT:

Under general direction, plans, directs and coordinates program activities and supervises staff providing transitional shelter care and supervision to children and youth ages birth to 17 that are in protective custody and awaiting placement in a residential setting at Harmony Haven Children and Youth Center; performs other related duties as required.

The Residential Care Supervisor is the supervising level classification performing the full range of supervisory duties and reports to an appropriate manager level position. This class is characterized by the responsibility of oversight of the day-to-day facility operations. Incumbents may participate in the employee selection process, training, coaching, and mentoring of employees. The Residential Care Supervisor works on multiple shifts in an assigned residential setting, coordinates individualized assessment plans of children and youth in residence with other members of a multi-disciplinary team, and oversees the activities of children, youth staff at Harmony Haven Children and Youth Center.

REPRESENTATION UNIT: SEIU - Supervisory

EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Plan, schedule, supervise, and coordinate the activities of staff, who are assigned 24-hour care and supervision of children and youth.
- Assign, review, and evaluate the work of subordinate staff; plan and/or conduct orientation programs for new employees and train staff.
- Plan and coordinate programs with social workers and other Residential Care Supervisors to meet the needs of dependent children.

- Review case histories of newly admitted children and youth with Harmony Haven Children and Youth Center or its partners to identify complex care needs.
- Assist in the development of daily living plans for children and youth.
- Intervene and/or respond to critical incidents and emergency situations.
- Participate and assist in de-escalation and emergency hands-on techniques.
- Plan recreational activities and arrange for field trips or outings.
- Participate and assist in life saving measures such as First Aid, Narcan and Defibrillator.
- Ensure adequate supply of children and youth's food, supplies, and clothing.
- Arrange for children and youth's appointments, medical needs, visitations, and passes.
- Review and evaluate the accuracy and thoroughness of logs and records, special incident reports, and other pertinent reports.
- Provide consultation to staff on complex care needs.
- Serve as liaison between Harmony Haven Children and Youth Center staff and other members of a multi-disciplinary team.
- Ensure a safe environment for children, youth, and staff and elevate concerns to leadership team.
- May transport and/or accompany individual and groups of children and youth to appointments or on field trips outside the facility.
- Provide responsive, high-quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

RECRUITING GUIDELINES:

OPTION I

Education: Graduation from an accredited college or university with a bachelor's degree in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment.

Experience: Two years of direct care services in a public or private social services agency performing duties equivalent to a Residential Care Social Worker.

OPTION II

Education: Graduation from an accredited college or university with a bachelor's degree in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment.

Experience: Two years of case planning/case management experience in a public or private social services agency performing duties equivalent to a County of Riverside Social Services Practitioner III.

OPTION III

Education: Graduation from an accredited college or university with a bachelor's degree in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment.

Experience: Three years of performing duties equivalent to a County of Riverside Social Services Practitioner II.

OPTION IV

Education: Graduation from an accredited college or university with a bachelor's degree in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment.

Experience: Three years of direct care services performing duties equivalent to a Residential Care Worker.

OPTION V

Education: Graduation from an accredited college or university with a master's degree in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment.

Experience: Two years of performing duties equivalent to a social worker and/or case manager in a hospital or healthcare setting or direct care services.

ALL OPTIONS

Knowledge of: Basic public social service programs at the state and local level; basic principles of public assistance policies, laws, rules, and regulations governing public social services agencies; current issues, in the field of social services; behavioral patterns of the disadvantaged; cultural and ethnic attitudes towards community and social services; basic principles of interviewing and problem-solving methods; principles and techniques of supervision and training; basic dynamics of child development; behavior patterns of disturbed children and youth; state and County rules and regulations governing emergency child care facilities; community Care Licensing regulations.

Ability to: Work effectively with a wide variety of agencies, organizations, and individuals; interview, evaluate children and youth and recognize the relevant and significant factors pertaining to their needs; implement basic social service plans and monitor children and youth's progress toward established goals; understand and evaluate basic psychological, cultural, and social factors affecting behavioral patterns; explain department procedures; interpret agency programs and policies to individuals, agencies, and organizations; read and interpret information obtained from computers, microfilms, and written documents; obtain information in a non-intrusive but persuasive manner; interact effectively with people from diverse cultures and socio-economic backgrounds.

OTHER REQUIREMENTS:

License: Possession of a valid California Driver's License is necessary at the time of hire and must be maintained throughout employment. County vehicles may be available but are not guaranteed. Employees may be required to use their own vehicles for field travel. Mileage reimbursement is available when using a personal vehicle for County business.

Harmony Haven Children and Youth Center is a 24-hour facility and incumbents may be required to participate in a mandatory overtime, holiday and on-call schedule.

First Aid and CPR certifications are required within one month of hire and must be maintained throughout employment.

In addition, 24 hours of initial training and other department training is required per Transitional Shelter Care Facility Operating Standard.

Per California Health and Safety Code (HSC) 1562, must be at least 21 years of age.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

PROBATIONARY PERIOD:

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.



RESIDENTIAL CARE SOCIAL WORKER

Class Code: XXXXX

COUNTY OF RIVERSIDE
Established Date: XXX X, 2024
Revision Date: XXX X, 2024

SALARY RANGE

\$23.46 - \$33.86 Hourly
\$4,066.40 - \$5,869.43 Monthly
\$48,796.80 - \$70,433.17 Annually

CLASS CONCEPT:

Under supervision, provides direct care for children and youth ages birth to 17 years that are in protective custody and awaiting placement in a residential setting at Harmony Haven Children and Youth Center; provides advanced and specialized support for the children and youth; coordinates services and acts as liaison with region social worker; acts as lead for Residential Care Worker; performs other related duties as required.

The Residential Care Social Worker is the first professional level classification and reports to an appropriate supervisory or management level position. Incumbents work with children and youth in a transitional care shelter facility, identifying and resolving difficult situations involving children and youth with complex care needs. The Residential Care Social Worker learns casework methods, procedures and policies.

The Residential Care Social Worker is distinguished from the classification of Social Services Practitioner by the latter's receiving caseloads and/or court reports of more difficult assignments requiring greater skills and depth of job knowledge in assessing problem situations and formulating plans for services.

REPRESENTATION UNIT: SEIU - Professional

EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Act in a lead capacity for Residential Care Workers or direct services employees, such as aides and volunteers.
- Function at a highly skilled level with service areas such as education, counseling, protective services, family services, and community organization.
- Take part in staff development training to increase knowledge of the social work

processes and augment personal technical competence.

- Provide behavioral intervention skills for youth residing at Harmony Haven Children and Youth Center.
- Participate and assist in de-escalation and emergency hands-on techniques.
- Interpret public social service rules, regulations, and policies to clients and the public.
- Maintain casework records and prepare reports and correspondences in accordance with Title 22 Regulations.
- Frequently conduct placements of youth in other approved settings.
- Participate and assist in life savings measures such as First Aid, Narcan, and Defibrillator.
- Provide one-to-one behavioral modification and monitoring of youth placed at Harmony Haven Children and Youth Center.
- Dispense and record medications in accordance with Title 22 Regulations.
- Maintain up-to-date electronic records of all aspects of client case management in a centralized database in accordance with Title 22 Regulations.

RECRUITING GUIDELINES:

OPTION I

Education: Graduation from an accredited college or university with a bachelor's degree, preferably with a major in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment.

OPTION II

Education: Completion of 60 semester or 90 quarter units from an accredited college or university, preferably with course work in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment.

Experience: Two years performing direct care services or casework duties in a social service, healthcare, mental health, or public or private agency and/or organization.

ALL OPTIONS

Knowledge of: Socioeconomic conditions and trends; basic principles of individual and group behavior; general trends and current issues in the field of social services; principles of interviewing and problem solving methodology; methods of identification, analysis, and resolution of social casework problems; social service research methods; principles and techniques of social work, and the functions of public social services agencies; basic public social services programs available at the state and local levels; general principles of public assistance policies and programs; laws, rules, and regulations governing the operation of public social services agencies; specialized aid programs; basic computer skills.

Ability to: Establish rapport with clients and their families; understand and learn programs, policies, and procedures; obtain and recognize relevant and significant facts; speak and write effectively;

apply the principles of general and/or child psychology and family relationships; evaluate personal and psychological factors in the client and/or family's situation; work constructively within an agency and community setting; effectively utilize appropriate resources and services; provide consultation to others; control personal bias and apply social work ethics; maintain effective working relationships with other employees and the general public; input and retrieve data from computerized systems.

OTHER REQUIREMENTS:

License: Possession of a valid California Driver's License is necessary at the time of hire and must be maintained throughout employment. County vehicles may be available but are not guaranteed. Employees may be required to use their own vehicles for field travel. Mileage reimbursement is available when using a personal vehicle for County business.

Harmony Haven Children and Youth Center is a 24-hour facility and incumbents may be required to participate in a mandatory overtime, holiday and on-call schedule.

First Aid and CPR certifications are required within one month of hire and must be maintained throughout employment.

In addition, 24 hours of initial training and other department training is required per Transitional Shelter Care Facility Operating Standard.

Per California Health and Safety Code (HSC) 1562, must be at least 21 years of age.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

PROBATIONARY PERIOD:

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RESIDENTIAL CARE WORKER

Class Code: XXXXX

COUNTY OF RIVERSIDE
Established Date: XXX, XX,2024
Revision Date: XXX, XX,2024

SALARY RANGE

\$21.60 - \$28.00 Hourly
\$3,743.54 - \$4,853.03 Monthly
\$44,922.51 - \$58,236.40 Annually

CLASS CONCEPT:

Under general supervision, provides direct care for children and youth ages birth to 17 years that are in protective custody and awaiting placement in a residential setting at Harmony Haven Children and Youth Center; performs other related duties as required.

The Residential Care Worker is a paraprofessional classification and reports to an appropriate supervisory or management level position. Incumbents perform the more routine duties involved with the supervision and care of children and youth, to include observing and documenting their behavior, development and needs, instructing them on the development and use of essential life skills and supporting their overall daily needs.

The Residential Care Worker is distinguished from the Residential Care Social Worker in that the latter represents the professional level class and incumbents perform lead duties, coordinate services and act as a liaison with the region social worker, which require greater assessment skills and a broader knowledge of social work concepts.

REPRESENTATION UNIT: SEIU - Para-Professional

EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Assist children with meals, bathing, hygiene and other daily routine tasks.
- Supervise and account for children and youth.
- Develop, plan, supervise, and participate in daily recreational and social activities, including outdoor programs and physical exercise.

- Implement facility policies, procedures, and techniques to assess and instruct children and youth in positive behavior management, socialization, and living skills.
- Observe and document the behavior, development and needs of children and youth; prepare incident and other written reports.
- Consult and communicate with shift leaders, supervisors and professional staff concerning behavior issues and the needs of children and youth.
- Perform light housekeeping duties to ensure a neat, clean and orderly environment, such as bed making, laundry, and take inventory of clothes, linens, food and supplies.
- Give verbal and physical reassurance and provide guidance to children and youth in distress.
- Interview involved parties and/or respond to critical incidents and emergency situations.
- Participate and assist in de-escalation and emergency hands-on techniques.
- Conduct conferences with assigned residents to document behavior and progress.
- Carry out daily living plans for children and youth, developed by a multi-disciplinary team of facility staff.
- Transport and/or accompany individual and groups of children and youth to appointments or on field trips outside the facility.
- Participate and assist in life saving measures such as First Aid, Narcan and Defibrillator.
- Order and restock supplies.
- Conduct group meetings with children and youth to discuss facility rules and procedures, address concerns, and provide instructional information on appropriate behavior management and use of living skills.
- Assist in the intake and release of children and youth.
- Provide responsive, high-quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

RECRUITING GUIDELINES:

OPTION I

Experience: Six months as a Community Services Assistant and/or Social Services Assistant in any Riverside County department.

OPTION II

Experience: One year experience performing direct care services in either a social service, healthcare, mental health, or a public or private agency and/or organization.

OPTION III

Education: Completion of 6 semester or 9 quarter units from an accredited college or university preferably with course work in psychology, sociology, social welfare, social/human services, other behavioral sciences, or a related field to the assignment.

ALL OPTIONS

Knowledge of: Basic public social service programs at the state and local level; basic principles of public assistance policies, laws, rules, and regulations governing public social services agencies; current issues, in the field of social services; behavioral patterns of the disadvantaged including children and youth; cultural and ethnic attitudes towards community and social services; basic principles of interviewing and problem-solving methods; basic dynamics of child development; principle of group dynamics control and discipline; basic psychological, behavioral, sociological, and cultural factors in dealing with dependent children; state and county rules, regulations, and procedures governing emergency childcare/residential care facilities; Welfare and Institutions Code.

Ability to: Work effectively with a wide variety of agencies, organizations, and individuals; interview, evaluate children and youth and recognize the relevant and significant factors pertaining to their needs; implement basic social service plans and monitor children and youth's progress toward established goals; understand and evaluate basic psychological, cultural, and social factors affecting behavioral patterns; explain department procedures; interpret agency programs and policies to individuals, agencies, and organizations; read and interpret information obtained from computers, microfilms, and written documents; obtain information in a non-intrusive but persuasive manner; interact effectively with people from diverse cultures and socio-economic backgrounds.

OTHER REQUIREMENTS:

License: Possession of a valid California Driver's License is necessary at the time of hire and must be maintained throughout employment. County vehicles may be available but are not guaranteed. Employees may be required to use their own vehicles for field travel. Mileage reimbursement is available when using a personal vehicle for County business.

Harmony Haven Children and Youth Center is a 24-hour facility and incumbents may be required to participate in a mandatory overtime, holiday and on-call schedule.

First Aid and CPR certifications are required within one month of hire and must be maintained throughout employment.

In addition, 24 hours of initial training and other department training is required per Transitional Shelter Care Facility Operating Standard.

Per California Health and Safety Code (HSC) 1562, must be at least 21 years of age.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

PROBATIONARY PERIOD:

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.

External Market Survey Data

Residential Care Worker

Union Code

SE2

Riv Co Class Code:

Current

Jurisdiction	Title	Job Code	Min Salary	Max Salary	Spread	Midpoint
Los Angeles County	Human Services Aide	8995	\$44,689	\$60,170	34.64%	\$52,429.62
Orange County	Group Counselor I	7425GE	\$50,461	\$64,293	27.41%	\$57,376.80
San Bernardino County						\$0.00
San Diego County	Residential Care Worker II	5072	\$41,434	\$51,002	23.09%	\$46,217.60
Ventura County	HS Case Aide II	78	\$43,107	\$57,481	33.35%	\$50,293.81
HASC						\$0.00

County Mean:	\$44,923	\$58,236	29.64%	\$51,579.46
County Median:	\$43,898	\$58,826	34.01%	\$51,361.71

Riverside County	Residential Care Worker	XXXXX				\$0.00
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Dollar difference from Mean:
 Percentage difference from mean:

 Dollar difference from median:
 Percentage difference from median:

PICs:

Notes:

Run Date:

Date Prepared/Revised:

By: Tcarlos