Chief, Medical Administrative Services

Examination Announcement

Promotional Examination for the Following Location(s):

Veterans Home of California - Yountville

Final Filing Date: July 14, 2017

Salary: $4,600.00 - $5,709.00

EEO

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG FREE STATEMENT

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

WHO SHOULD APPLY?

Candidates who meet the minimum qualifications as stated may apply for this examination. Once you have taken the examination, you may not reapply for twelve (12) months. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

FILING INSTRUCTIONS

Applicants may apply via mail or hand deliver the application to the Human Resources Division at the address listed below. Applications (STD. 678) are available at CalHR’s website: calhr.ca.gov

California Department of Veterans Affairs (CalVet)
Attn: Chief, Medical Administrative Services
1227 O Street, Room 404
Sacramento, CA 95814

Submit applications only to the address indicated above. Do not submit to the California Department of Human Resources (CalHR).

All mailed applications must be POSTMARKED no later than the final filing date or will not be accepted for any reason. Applications that are personally delivered or sent via interoffice mail must be received at the above address before the close of business 5:00 p.m. on the final filing date or will not be accepted for any reason.

NOTE: Only applications with original signature will be accepted. Facsimiles (FAX) or emailed applications will not be accepted under any circumstances.
SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, mark the appropriate box on the “Examination Application”. You will be contacted to make special arrangements.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin by the final filing date. Your signature on your application indicates that you have read, understood, and possess the qualifications required.

NOTE: Applications/resumes MUST contain the following information: "to" and "from" dates (month/day/year), time base, civil service class title(s), and range, if applicable. College course information MUST include: title, semester or quarter credits, name of institution, completion dates, and degree (if applicable).

Applications/resumes received without this information may be rejected.

MINIMUM QUALIFICATIONS

Either I: Two years of experience in the California state service performing the duties of a Medical Records Officer.

OR II:

Experience: Four years of responsible supervisory medical administrative experience involving registrar or medical records functions, two years of which must have been performing medical records or hospital registrar activities. And

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

POSITION DESCRIPTION

Plans, develops, and directs the activities of subordinate components of the medical administrative service, including admission and discharge processing, death details, funeral arrangements, reception activities, scheduling admissions, transportation of patients, reproduction and duplicating service, mail, messenger and telephone service, medical records programs, release of medical information, confidentiality of medical records, and utilization review coordination; provides information for professional audits and statistical data for medical, facility, and budgetary needs; develops all necessary information relating to bed demands, and availability of staff and facilities; applies laws and regulations related to determination of eligibility for hospitalization and related services and benefits; evaluates patient and public attitudes toward the hospital as reflected in patient administrative area; provides assistance and maintains liaison with County, State, and Federal health agencies, private hospitals and private nursing home personnel to better provide for the needs of members; develops goals, objectives, budget proposals and administrative policies for the medical administrative service; interviews and selects staff; provides statistical data concerning workload.

ELIGIBLE LIST INFORMATION

Eligibility expires after 12 months unless the needs of the services and conditions of the list warrant a change in this period. The resulting eligible list will be used to fill vacancies at the Department of Veterans Affairs Veterans Home of California - Yountville.

EXAMINATION INFORMATION

This examination may consist of either:

a) A qualifications appraisal oral interview weighted 100.00%, or

b) An evaluation of each candidate’s experience and education indicated on his/her application weighted 100.00%.

If interviews are conducted, the interview will include a number of predetermined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the interview.
If an experience and education evaluation is utilized, a minimum rating of 70.00% must be attained in the evaluation process. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

If conditions warrant, this examination may utilize an evaluation of each candidate’s experience and education compared to a standard developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and completely filling out his or her application. List all experience relevant to the “Requirements for Admittance to the Examination” shown on this announcement, even if that experience goes beyond the seven-year limit printed on the applications. Supplementary information will be accepted, but read the “Requirements for Admittance to the Examination” carefully to see what kind of information will be useful to the staff doing the evaluation.

**KNOWLEDGE AND ABILITIES**

**Knowledge of:**
1. Principles and methods utilized in the organization and management of medical administrative service departments.
2. Hospital organization and management, relationship of the registrar and medical records program to other hospital functions.

**Ability to:**
1. Plan and direct the work of others through subordinate supervisors.
2. Establish and maintain cooperative relationships with those contacted during the course of work.
3. Analyze situations accurately and take effective courses of action.
4. Speak and write effectively.
5. Effectively contribute to the department’s equal employment opportunity objectives.

**VETERANS’ PREFERENCE**

Veterans’ preference credits will be added to the final score of those competitors who are successful in this examination and who qualify for, and have requested, these points. **VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS’ CREDITS.**

**IMPORTANT CHANGES – EFFECTIVE JANUARY 1, 2014**

*Assembly Bill 372*, signed into law by Governor Brown on August 12, 2013, changes the way the Veterans’ Preference process is administered by the State of California. **Veterans’ Preference will be awarded as follows, starting on January 1, 2014:**

1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veterans' preference.

2. An entrance examination is defined, under the law, as any open competitive examination.

3. Veterans’ Preference is not granted once a person achieves permanent civil service status.

**HOW TO APPLY FOR VETERANS’ PREFERENCE**

The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference on their website at [www.jobs.ca.gov](http://www.jobs.ca.gov) and on the Application for Veterans’ Preference form (CalHR 1093). Additional information is also available at the Department of Veterans Affairs website at [www.calvet.ca.gov](http://www.calvet.ca.gov).

**CONTACT INFORMATION**

For additional information regarding this examination, please contact the Department of Veterans Affairs
(CalVet) Examination Unit at (916) 653-2535.

DISCLAIMER

Please click on the link below to review the official California State Personnel Board class specification: Chief, Medical Administrative Services.

GENERAL INFORMATION

The Department of Veterans Affairs (CalVet) reserves the right to revise the examination plan to better the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

It is the candidate's responsibility for an examination without a written feature to contact the Department of Veterans Affairs (CalVet) three weeks after the final filing date if he/she has not received any notification.

It is the candidate's responsibility for an examination with a written feature to contact the Department of Veterans Affairs (CalVet) six weeks after the final filing date if he/she has not received any notification.

If a candidate's notice of oral interview fails to reach him/her 3 days prior to their scheduled appointment date due to a verified postal error, he/she will be rescheduled upon written request. It is the candidate's responsibility to contact the CalVet at (916) 653-2535.

Examination Locations: Locations of interviews may be limited or extended as conditions warrant.

Examination Applications are available at www.jobs.ca.gov, CalHR State Jobs Center, State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and/or contact the testing department.

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

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

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at www.spb.ca.gov.

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

College Education: The qualifications meeting the requirement “Equivalent to graduation from college” means satisfaction of the requirements for the bachelor’s degree from an accredited, recognized institution of higher education. This means the applicant must show receipt of a bachelor's degree. Acceptable college course work must be from an accredited, recognized institution approved by the California Superintendent.
TTD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTD Device. California Relay Service (Telephone) for the deaf or hearing impaired. From TDD phones: 1-800-735-2929 or from voice phone: 1-800-735-2922.

Department of Veterans Affairs (CalVet), Examination, 1227 O Street, Room 404, Sacramento, CA 95814
Phone: (916) 653-2535 Website: www.calvet.ca.gov