



## Residential Care Unit Leader Examination Announcement

*Open Examination for the Following Location(s): Veterans Home of California –*

*Barstow, Chula Vista, Fresno, Lancaster, Redding, Ventura, West Los Angeles and Yountville*

Final Filing Date: Continuous Filing

Salary: \$2,945.00 - \$3,690

### 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.

### 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 [www.jobs.ca.gov](http://www.jobs.ca.gov).

California Department of Veterans Affairs (CalVet)  
Attn: Residential Care Unit Leader  
1227 O Street, Room 404  
Sacramento, CA 95814

The testing office will accept Examination Applications (STD. Form 678) continuously and will notify and test applicants on an as needed basis.

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

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

**Experience:** Two years in the California State service at the Veterans' Home and Medical Center as an Activity Coordinator or two years in the California State service at the Veterans Home and Medical Center as a Geriatric Nursing Assistant. **And**

**Education:** Equivalent to two years of college with a minimum of four completed courses in social science, psychology, and rehabilitation. (Additional work experience as an Activity Coordinator or Geriatric Nursing Assistant may be substituted for the required education on a year-for-year basis by applicants who have at least twelve semester or sixteen quarter units of college courses in social science, psychology and rehabilitation.)

### OR II

**Experience:** One year of experience working with the aged performing counseling and administrative duties in a Veterans' Hospital or Domiciliary or community-based organization. **And**

**Education:** Equivalent to graduation from college, preferably with major work in social science and humanities.

## POSITION DESCRIPTION

The Residential Care Unit Leader, under general supervision in a residential care unit, provides assistance in all phases of the Residential Care Service at the Veterans' Home and Medical Center. Supervises and assists in the daily living activities of the residents; organizes and manages custodial duties and clerical tasks of member helpers; responsible for training and making member staff assignments for 24-hour coverage of the residential hall; and does other related work as required.

## ELIGIBLE LIST INFORMATION

Names of successful competitors are merged onto the list in order of final scores, regardless of date. 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 Veterans Homes in Barstow, Chula Vista, Fresno, Lancaster, Redding, Ventura, West Los Angeles and/or Yountville.

## EXAMINATION INFORMATION

### Qualifications Assessment -- Weighted 100%

This examination will consist of a Qualifications Assessment weighted 100%. Candidates must attain an overall minimum score of 70% in order to be placed on the eligible list.

**NOTE:** It is especially important that each applicant take special care to accurately and completely fill out their application. List all experience relevant to the "Minimum Qualifications" shown on this announcement.

**CANDIDATES WHO DO NOT COMPLETE OR SUBMIT THE QUALIFICATIONS ASSESSMENT WILL BE DISQUALIFIED.**

**SPECIAL PERSONAL CHARACTERISTICS**

Aptitude for and interest in working with geriatric and younger members; sympathetic understanding of the members' attitudes and problems; objective and empathetic understanding of the elderly; tolerance, tact, alertness, emotional stability, and maturity.

**ADDITIONAL DESIRABLE QUALIFICATIONS**

The talent to motivate people by virtue of a positive, friendly attitude and to create a pleasant and safe environment in which members feel confident, comfortable and secure.

**KNOWLEDGE & ABILITIES**

**Knowledge of:**

1. Basic group leadership principles and techniques.
2. Principles of caring for and rehabilitating geriatric and younger members.
3. Basic therapeutic techniques utilized with geriatric and younger members.
4. Physical and psychological problems of geriatric and younger members including functional knowledge of delayed stress syndrome.
5. Methods of rehabilitating persons with alcohol-related illnesses.
6. Principles of organizing group living for large numbers of people.
7. Principles of supervision.

**Ability to:**

1. Plan, organize, and direct the living arrangements and social interaction of geriatric and younger residents.
2. Interpret and explain the Veterans' Home Domiciliary Program to residents, staff, and members of the community.
3. Supervise the work of a staff of member helpers.
4. Establish and maintain cooperative relationships with those contacted during the course of work.
5. Arouse and sustain the interest of others working with residential care residents.
6. Analyze situations and take effective action.
7. Communicate effectively.

**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: [Residential Care Unit Leader](#)

## 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](http://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](http://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.

**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](http://www.calvet.ca.gov)**



**QUALIFICATIONS ASSESSMENT FOR  
RESIDENTIAL CARE UNIT LEADER**

This examination will provide you with an opportunity to demonstrate significant aspects of your qualifications for *Residential Care Unit Leader*, with the California Department of Veterans Affairs (CalVet). The information you provide will be rated based on objective criteria created by Subject Matter Experts. The rating will be used to determine your final score in this examination. If successful, your name will be placed onto a separate eligible list for the classification listed above. The list will be used by California Department of Veterans Affairs (CalVet) to fill existing vacancies at the **Veterans Homes of California in Barstow, Chula Vista, Fresno, Lancaster, Redding, Ventura, Yountville and West Los Angeles**. A "Conditions of Employment" form is included in this examination which will allow you to select the location(s) and time base(s) you are interested in working. It is **required** that you **personally complete** this examination accurately and without assistance.

**You will be evaluated based on your ability to follow directions, read, interpret, and respond appropriately to the questions in this Qualifications Assessment. Candidates who fail to follow the instructions may be disqualified or receive a lower score from this examination.**

**THIS AFFIRMATION MUST BE COMPLETED.**

**Government Code Section 18935:**

**"The board may refuse to examine or, after examination, may refuse to declare as an eligible or may withhold or withdraw from certification, prior to appointment, anyone who comes under any of the following categories:**

**j. Has intentionally attempted to practice any deception or fraud in his or her application, in his or her examination, or in securing his or her eligibility."**

I hereby certify and understand that the information provided by me on this questionnaire is true and complete to the best of my knowledge and contains no willful misrepresentation or falsifications. I also understand that if it is discovered that I have made any false representations, I will be removed from the list resulting from this examination and may not be allowed to compete in future examinations for State employment. If already hired from the result of this examination, I may have adverse action taken against me, which could result in dismissal.

**SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_**

**NAME (PRINTED): \_\_\_\_\_ SOCIAL SECURITY NUMBER: \_\_\_\_\_**

**HOME PHONE NUMBER: \_\_\_\_\_ WORK PHONE NUMBER: \_\_\_\_\_**

Return your completed Qualifications Assessment **AND** your completed Standard State Application (Std. Form 678) to the address below. They may be mailed or filed in person to the following location:

California Department of Veterans Affairs  
1227 O Street, Room 404  
Sacramento, CA 95814  
**Attn: RESIDENTIAL CARE UNIT LEADER Exam**

**NOTE:**

- Be sure your envelope has **adequate postage** if submitting via mail.
- Facsimiles (FAX) will **NOT** be accepted under any circumstances.
- Make and keep a photocopy of the completed Supplemental Application for your records.
- The STD. Form 678 may be downloaded from the California Department of Human Resources (CalHR) website at <http://jobs.ca.gov/Profile/StateApplication>.

## **GENERAL INSTRUCTIONS**

### **Read and follow instructions carefully.**

This process is the entire examination for the *RESIDENTIAL CARE UNIT LEADER* classification. Therefore, **please be sure to follow the instructions carefully as missing or incomplete information may result in disqualification or a lower score from this examination.**

1. Additional instructions are provided on the following pages.
2. If successful, your name will be placed on a separate eligible list for the classification listed above.
3. The examination is intended to provide candidates the opportunity to demonstrate their knowledge and experience in a variety of areas. It is not expected that you will have experience in all areas.

The following areas comprise the complete examination for Residential Care Unit Leader. You must ensure you have addressed each of the following areas:

- Affirmation Statement (page 1)
- General Instructions (page 2)
- Prior State Employment Information (page 3)
- Conditions of Employment (page 3)
- Minimum Qualifications (page 4)
- Job Requirements (page 4)
- Work Experience – Residential Care Unit Leader (pages 5)
- Knowledge Assessment – Residential Care Unit Leader (page 6)

### **YOUR RESPONSES ARE SUBJECT TO VERIFICATION**

Please keep in mind that all information provided on this Qualifications Assessment will be subject to verification at any time during the examination process, hiring process, and even after gaining employment. Anyone who misrepresents his/her experience will be subject to adverse consequences, which could include the following action(s):

- Removal from the examination process
- Removal from the certification list
- Loss of State employment
- Loss of rights to compete in any future State examinations

**PRIOR STATE EMPLOYMENT INFORMATION**

Complete this next section **ONLY** if you have been previously **dismissed** from California State Civil Service employment by punitive action or as a result of disciplinary proceedings. **IF THIS DOES NOT APPLY TO YOU, please skip this question.**

Rule 211 provides that a dismissed State employee may only participate in State Civil Service examinations if he/she has obtained prior consent from the State Personnel Board.

Do you have written permission from the State Personnel Board Executive Officer to take this examination?

<input type="checkbox"/>	<b>YES</b>
<input type="checkbox"/>	<b>NO</b>

**CONDITIONS OF EMPLOYMENT**

**PLEASE MARK THE APPROPRIATE BOX(ES) OF YOUR CHOICE - YOU WILL NOT BE OFFERED A JOB IN LOCATIONS NOT MARKED.**

If you are successful in this examination, your name will be placed on an active employment list and referred to fill vacancies according to the conditions you specify on this form.

**LOCATION(S) YOU ARE WILLING TO WORK**

Please choose the location(s) you are willing to work. You may choose more than one location; however, if you are not planning to relocate or are not willing to travel to a distant job location, please do not select locations that are far from your residence.

- |  |  |
|--|--|
| <input type="checkbox"/> (3601) Barstow          | <input type="checkbox"/> (1005) Fresno     |
| <input type="checkbox"/> (3702) Chula Vista      | <input type="checkbox"/> (1938) Lancaster  |
| <input type="checkbox"/> (5609) Ventura          | <input type="checkbox"/> (4504) Redding    |
| <input type="checkbox"/> (1975) West Los Angeles | <input type="checkbox"/> (2804) Yountville |

**TYPE(S) OF APPOINTMENT YOU ARE WILLING TO ACCEPT**

Please choose the type(s) of appointment you are willing to accept. You may check one or more items. Check "(A) Any" if you are willing to accept any type of employment.

- TIME:**     Permanent                       Limited-Term                       Any
- TENURE:**  Full Time                       Part-Time                       Intermittent

If all are marked and you receive an appointment other than permanent full-time, your name will continue to be considered for permanent full-time positions.

**MINIMUM QUALIFICATIONS**

**EITHER I:**

**EXPERIENCE:** Two years in the California State Service at the Veterans' Home and Medical Center as an Activity Coordinator or two years in the California State Service at the Veterans Home and Medical Center as a Geriatric Nursing Assistant. **AND**

**EDUCATION:** Equivalent to two years of college with a minimum of four completed courses in social science, psychology, and rehabilitation. (Additional work experience as an Activity Coordinator or Geriatric Nursing Assistant may be substituted for the required education on a year-for-year basis by applicants who have at least twelve semester or sixteen quarter units of college courses in social science, psychology and rehabilitation.)

**OR II:**

**EXPERIENCE:** One year of experience working with the aged performing counseling and administrative duties in a Veterans' Hospital or Domiciliary or community-based organization. **AND**

**EDUCATION:** Equivalent to graduation from college, preferably with major work in social science and humanities.

**Special Personal Requirements:** Sympathetic understanding of and willingness to work with the resident population of a Veterans Home; personal cleanliness; good sense of smell and taste; and freedom from communicable diseases.

**JOB REQUIREMENTS**

The following are job requirements. Please respond to each question by marking the appropriate box. If you are unwilling or unable to comply with any of the following job requirements, it will be grounds for elimination from the examination process.

1. Are you willing to abide by and adhere to the policies and procedures at the Veterans Home of California and the California Department of Veterans Affairs?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Are you willing to undergo annual health review?	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Are you willing to undergo annual TB testing?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Are you willing to keep current with the completion of all required training?	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Are you willing to maintain cooperative, professional, and effective interactions with employees, individuals served, and the public?	<input type="checkbox"/> Yes <input type="checkbox"/> No

**SECTION I**  
**WORK EXPERIENCE – RESIDENTIAL CARE UNIT LEADER**

**INSTRUCTIONS:** To respond appropriately to items “1 through 9”, check the corresponding box in each column that accurately reflects your work experience. (**NOTE:** You must check only one box for each item under “Level of Experience” **AND** one box for each item under “Frequency”).

	LEVEL OF EXPERIENCE					FREQUENCY			
	Not performed	Performed task for less than 6 months.	Performed task for 6 months but less than 1 year.	Performed task for 1 year but less than 2 years.	Performed task for 2 years or more.	Performed DAILY	Performed WEEKLY	Performed MONTHLY	Not Performed
<p><b>LEVEL OF EXPERIENCE:</b> Mark the appropriate box that best describes your level of experience for each item. <b><u>There should be 1 check mark for each item.</u></b></p> <p><b>FREQUENCY:</b> Check the appropriate box that best describes how often you performed each item. <b><u>There should be 1 check mark for each item.</u></b></p> <p><b>NOTE:</b> There should be a total of <b>TWO</b> check marks for each item. <b>ONE</b> check mark for “Level of Experience” and <b>ONE</b> check mark for “Frequency.”</p> <p><b>ITEMS:</b></p>									
1. Provide orientation to new Home members assigned to the residential care unit regarding the programs, services, and codes of conduct for the Veterans’ Home and Medical Center.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Counsel and assist residents during periods of readjustments, depression, crisis anxiety and regression.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Counsel members with alcohol related problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Enforce rules, regulations, policies and security measures of the Program.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Identify and assist Home members with potential problems, provide referral services and monitor the status of referrals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Participate in training concerning treatment planning for geriatric and younger members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Act as liaison for medical and dental appointments and personal and social activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Collect and collate data and prepare reports.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Train and supervise Home member-employees in custodial duties and clerical tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION II**  
**KNOWLEDGE ASSESSMENT – RESIDENTIAL CARE UNIT LEADER**

	LEVEL OF KNOWLEDGE			
	Extensive Knowledge	Moderate Knowledge	Basic Knowledge	No Knowledge
<p><b>INSTRUCTIONS:</b> For each item listed below in rows “1 through 6”, place <b>ONE</b> check mark in the <i>Level of Knowledge</i> column which best describes your level of knowledge.</p> <p><b>Definition of Levels:</b></p> <p><b>Extensive Knowledge:</b> I possess an expert knowledge level to the extent that I have effectively performed tasks related to this knowledge in the most difficult and complex situations and I have instructed others on specific aspects of this knowledge.</p> <p><b>Moderate Knowledge:</b> I possess a sufficient knowledge level that has allowed me to perform tasks related to this knowledge successfully and I have applied it to a resident.</p> <p><b>Basic Knowledge:</b> I possess some knowledge but may require additional instruction to apply this knowledge effectively.</p> <p><b>No Knowledge:</b> I possess no knowledge and I have not applied it to a resident.</p> <p><b>ITEMS:</b></p>				
1. Basic group leadership principles and techniques.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Principles of caring for and rehabilitating geriatric and younger members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Basic therapeutic techniques utilized with geriatric and younger members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Physical and psychological problems of geriatric and younger members including functional knowledge of delayed-stress syndrome.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Methods of rehabilitating persons with alcohol-related illnesses.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Principles of organizing group living with large numbers of people and principles of supervision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION II**  
**ABILITY ASSESSMENT – RESIDENTIAL CARE UNIT LEADER**

	LEVEL OF ABILITY			
	Duties performed for more than 2 years	Duties performed for 6 months but less than 2 years	Duties performed for less than 6 months	No duties performed
<p><b>INSTRUCTIONS:</b> For each item listed below in rows “1 through 6”, place <b>ONE</b> check mark in the <i>Level of Ability</i> column which best describes your level of knowledge.</p>				
<b>ITEMS:</b>				
1. Plan, organize, and direct the living arrangement and social interaction of geriatric and younger residents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Interpret and explain the Veterans’ Home Domiciliary Program to residents, staff, and members of the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Supervise the work of a staff of member helpers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Establish and maintain cooperative relationships with those contacted during the course of work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Arouse and sustain the interest of others working with residential care residents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Analyze situations and take effective action and communicate effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**THIS CONCLUDES THE QUALIFICATIONS ASSESSMENT FOR  
RESIDENTIAL CARE UNIT LEADER.**

Please refer to page one for mailing instructions.

**EXAMINATION / EMPLOYMENT APPLICATION**

STD. 678 (REV. 10/2013) Page 1

**Applications will be processed ONLY for classifications where an examination is in progress and the published final filing date has not passed, or for vacant positions where a department requests an application.**

**PRINT OR TYPE--PLEASE SEE INSTRUCTIONS ON BACK PAGE**

APPLICANT IDENTIFICATION NUMBER (EASY ID)				EASY ID	
FIRST 3 LETTERS OF LAST NAME AT BIRTH	MONTH OF BIRTH	DAY OF BIRTH	Last 4 DIGITS OF SOCIAL SECURITY NUMBER		
APPLICANT'S NAME (Last) (First) (M.I.)			SOCIAL SECURITY NUMBER		
MAILING ADDRESS (Number) (Street)		E-MAIL ADDRESS		WORK TELEPHONE NUMBER	
(City)	(County)	(State)	(Zip Code)	HOME/VRS/TTY TELEPHONE NUMBER	

EXAMINATION(S) OR JOB TITLE(S) FOR WHICH YOU ARE APPLYING	<b>PERSONNEL USE ONLY</b>
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**ANSWER THE FOLLOWING QUESTIONS:**

1. Enter the county in which you would like to take the examination if different from the county of your residence: \_\_\_\_\_
  2. Do you need reasonable accommodation to take an interview or written test?  Yes  No
  3. Do your religious beliefs prevent you from taking an examination on Saturday?  Yes  No
  4. Are you now employed by the State of California? (If "YES", fill in the information below.)  Yes  No  
 Department: \_\_\_\_\_ Subdivision: \_\_\_\_\_
  5. Have you ever been fired, dismissed, terminated, or had an employment contract terminated from any position for performance or for disciplinary reasons? (Applicants who have been rejected during a probationary period, or whose dismissals or terminations have been overturned, withdrawn [unilaterally or as part of a settlement agreement] or revoked need not answer "Yes".) Refer to the Instructions for further information. If "Yes" to Question #5, give details in the Explanations section.  Yes  No
  6. In addition to English, list any other languages you:
    - a. possess verbal fluency in \_\_\_\_\_
    - b. possess written fluency in \_\_\_\_\_
  7. I certify I can type at a speed of \_\_\_\_\_ words per minute. (For typing applicants only.)
- (ANSWER QUESTIONS 8 AND 9 ONLY IF THE EXAMINATION INDICATES THEY ARE REQUIRED.)**
8. Do you meet the minimum and/or maximum age requirements?  Yes  No
  9. Do you possess a valid California Driver License? (If "YES", fill in the information below.)  Yes  No  
 License # \_\_\_\_\_ Class: \_\_\_\_\_ Restrictions: \_\_\_\_\_

**EXPLANATIONS**

**CERTIFICATION – IMPORTANT – PLEASE READ BEFORE SIGNING – If not signed, this application may be rejected.**

*I certify under penalty of perjury that the information I have entered on this application is true and complete to the best of my knowledge. I further understand that any false, incomplete, or incorrect statements may result in my disqualification from the examination process or dismissal from employment with the State of California. I authorize the employers and educational institutions identified on this application to release any information they may have concerning my employment or education to the State of California.*

APPLICANT'S SIGNATURE _____	DATE SIGNED _____
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**APPLICANTS—DO NOT USE THE SPACE BELOW—FOR PERSONNEL USE ONLY**

<b>Classes</b>	01	02	03	04	05	06						<b>Flags</b> _____ <b>WC</b> _____	<b>FOR PERSONNEL USE ONLY</b>	
WC for Series/Levels											STATUS <input type="checkbox"/> Accepted <input type="checkbox"/> REJECTED WC		EXPERIENCE	LICENSE REQUIREMENT
RC/Flag for Series/Levels													EDUCATION	OTHER
CODES											STAFF	DATE PROCESSED		

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APPLICANT'S NAME (Last) (First) (M I) EASY ID

**EDUCATION**

DID YOU GRADUATE FROM HIGH SCHOOL? IF NOT, DO YOU POSSESS A GED OR EQUIVALENT? IF NOT, ENTER THE HIGHEST GRADE YOU COMPLETED  
 Yes  No  Yes  No

UNIVERSITY OR COLLEGE—NAME AND LOCATION, BUSINESS, CORRESPONDENCE, TRADE OR SERVICE SCHOOL	COURSE OF STUDY	UNITS COMPLETED SEMESTER	UNITS COMPLETED QUARTER	DIPLOMA, DEGREE OR CERTIFICATE OBTAINED	DATE COMPLETED

**LICENSES – LIST APPLICABLE LICENSES AND CERTIFICATES INDICATED IN THE EXAMINATION BULLETIN.**  
*(If you are an attorney, please indicate the date you were admitted to the Bar under the Issue Date column, if stated on the examination bulletin.)*

LICENSE / CERTIFICATION NUMBER	ISSUE DATE	EXPIRATION DATE	IN THE SPACE BELOW, INDICATE SPECIFIC COURSE REQUIREMENTS NEEDED TO SATISFY REQUIREMENTS FOR THIS EXAMINATION

**EMPLOYMENT HISTORY— Begin with your most recent job. List each job separately.**

FROM (MM/DD/YY)	TO (MM/DD/YY)	TITLE/JOB CLASSIFICATION (Include Range or Level, if applicable)	SUPERVISOR NAME
HOURS PER WEEK	TOTAL WORKED (Years/Months)	COMPANY/STATE AGENCY NAME	SUPERVISOR PHONE NUMBER
SALARY EARNED	PER	ADDRESS	

DUTIES PERFORMED

REASON FOR LEAVING

FROM (MM/DD/YY)	TO (MM/DD/YY)	TITLE/JOB CLASSIFICATION (Include Range or Level, if applicable)	SUPERVISOR NAME
HOURS PER WEEK	TOTAL WORKED (Years/Months)	COMPANY/STATE AGENCY NAME	SUPERVISOR PHONE NUMBER
SALARY EARNED	PER	ADDRESS	

DUTIES PERFORMED

REASON FOR LEAVING

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APPLICANT'S NAME (Last)		(First)	(M.I.)	EASY ID
<b>EMPLOYMENT HISTORY (Continued)</b>				
FROM (M/D/Y)	TO (M/D/Y)	JOB TITLE/CLASSIFICATION (Include Range or Level, if applicable)		SUPERVISOR NAME
HOURS PER WEEK	TOTAL WORKED (Years/Months)	COMPANY/STATE AGENCY NAME		SUPERVISOR PHONE NUMBER
SALARY EARNED	PER	ADDRESS		
DUTIES PERFORMED				
REASON FOR LEAVING				
FROM (M/D/Y)	TO (M/D/Y)	JOB TITLE/CLASSIFICATION (Include Range or Level, if applicable)		SUPERVISOR NAME
HOURS PER WEEK	TOTAL WORKED (Years/Months)	COMPANY/STATE AGENCY NAME		SUPERVISOR PHONE NUMBER
SALARY EARNED	PER	ADDRESS		
DUTIES PERFORMED				
REASON FOR LEAVING				
FROM (M/D/Y)	TO (M/D/Y)	JOB TITLE/CLASSIFICATION (Include Range or Level, if applicable)		SUPERVISOR NAME
HOURS PER WEEK	TOTAL WORKED (Years/Months)	COMPANY/STATE AGENCY NAME		SUPERVISOR PHONE NUMBER
SALARY EARNED	PER	ADDRESS		
DUTIES PERFORMED				
REASON FOR LEAVING				

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APPLICANT'S NAME (Last)		(First)	(M.I.)	EASY ID
<b>EMPLOYMENT HISTORY (Continued)</b>				
FROM (M/D/Y)	TO (M/D/Y)	JOB TITLE/CLASSIFICATION (Include Range or Level, if applicable)		SUPERVISOR NAME
HOURS PER WEEK	TOTAL WORKED (Years/Months)	COMPANY/STATE AGENCY NAME		SUPERVISOR PHONE NUMBER
SALARY EARNED	PER	ADDRESS		
DUTIES PERFORMED				
REASON FOR LEAVING				
FROM (M/D/Y)	TO (M/D/Y)	JOB TITLE/CLASSIFICATION (Include Range or Level, if applicable)		SUPERVISOR NAME
HOURS PER WEEK	TOTAL WORKED (Years/Months)	COMPANY/STATE AGENCY NAME		SUPERVISOR PHONE NUMBER
SALARY EARNED	PER	ADDRESS		
DUTIES PERFORMED				
REASON FOR LEAVING				
FROM (M/D/Y)	TO (M/D/Y)	JOB TITLE/CLASSIFICATION (Include Range or Level, if applicable)		SUPERVISOR NAME
HOURS PER WEEK	TOTAL WORKED (Years/Months)	COMPANY/STATE AGENCY NAME		SUPERVISOR PHONE NUMBER
SALARY EARNED	PER	ADDRESS		
DUTIES PERFORMED				
REASON FOR LEAVING				

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**EQUAL EMPLOYMENT OPPORTUNITY  
(For Examination Use Only)**

**APPLICANT:** To assist the State of California in its commitment to Equal Employment Opportunity, applicants are asked to voluntarily provide the following information. This questionnaire will be separated from the application prior to the examination and will not be used in any employment decisions. Government Code Section 19705 authorizes the California Department of Human Resources to retain this information for research and statistical purposes.

<b>SOCIAL SECURITY NUMBER</b>	<b>AGE</b> <input type="checkbox"/> Under 21 <sup>(1)</sup> <input type="checkbox"/> 21 - 39 <sup>(3)</sup> <input type="checkbox"/> 40-69 <sup>(6)</sup> <input type="checkbox"/> 70 and Over <sup>(7)</sup>	<b>GENDER</b> <input type="checkbox"/> Male <input type="checkbox"/> Female
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PLEASE CHECK ONE OF THE BOXES THAT BEST DESCRIBES YOUR RACE/ETHNICITY HERITAGE.

**ASIAN GROUP**

**HISPANIC GROUP**

**PACIFIC ISLANDER GROUP**

**OTHER GROUPS**

- |   |  |  |   |
|---|--|--|---|
| <input type="checkbox"/> Asian Indian <sup>(K)</sup>      | <input type="checkbox"/> Cuban <sup>(C)</sup>                        | <input type="checkbox"/> Guamanian or Chamorro <sup>(G)</sup>        | <input type="checkbox"/> Aleut <sup>(D)</sup>                           |
| <input type="checkbox"/> Cambodian <sup>(U)</sup>         | <input type="checkbox"/> Mexican/Mexican American <sup>(A)</sup>     | <input type="checkbox"/> Hawaiian <sup>(P)</sup>                     | <input type="checkbox"/> American Indian/Native American <sup>(H)</sup> |
| <input type="checkbox"/> Chinese <sup>(J)</sup>           | <input type="checkbox"/> Puerto Rican <sup>(B)</sup>                 | <input type="checkbox"/> Samoan <sup>(Q)</sup>                       | <input type="checkbox"/> Black/African American <sup>(F)</sup>          |
| <input type="checkbox"/> Filipino <sup>(G)</sup>          | <input type="checkbox"/> Other Hispanic/Latino Groups <sup>(D)</sup> | <input type="checkbox"/> Other Pacific Islander Group <sup>(T)</sup> | <input type="checkbox"/> Eskimo <sup>(N)</sup>                          |
| <input type="checkbox"/> Japanese <sup>(I)</sup>          |  |  | <input type="checkbox"/> White <sup>(E)</sup>                           |
| <input type="checkbox"/> Korean <sup>(K)</sup>            |  |  | <input type="checkbox"/> Other Racial Group <sup>(X)</sup>              |
| <input type="checkbox"/> Laotian <sup>(V)</sup>           |  |  | <input type="checkbox"/> Choose not to Identify <sup>(Z)</sup>          |
| <input type="checkbox"/> Vietnamese <sup>(L)</sup>        |  |  |   |
| <input type="checkbox"/> Other Asian Group <sup>(S)</sup> |  |  |   |

- DISABILITY** <sup>(Y)</sup> —A person with a disability is an individual who: (1) has a physical or mental impairment or medical condition that limits one or more life activities, such as walking, speaking, breathing, performing manual tasks, seeing, hearing, learning, caring for oneself or working; (2) has a record or history of such impairment or medical condition; or (3) is regarded as having such an impairment or medical condition.
- MILITARY**—A military veteran; a widow or widower of a veteran; or a spouse of a 100% disabled veteran.

**THANK YOU FOR COMPLETING THIS QUESTIONNAIRE**

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**INSTRUCTIONS**

Read the following instructions carefully before completing this Application. Please complete the Application on a typewriter or personal computer or print in ink. All questions **must** be answered completely and accurately, except as noted. You may be disqualified for any false or misleading statements or for omitting information. The information you furnish will be used to determine your eligibility and/or may be the basis for arriving at your final rating in an examination. During the course of an examination, you may be requested to provide additional information regarding your qualifications, your preference regarding work location, shifts, etc.

**Easy ID** - You are required to provide the following tracking information on the application. The first three letters of your last name at birth, the month and day of your birth and the last four digits of your social security number. If you have already established an Easy ID in the online system and it is different, please provide that Easy ID.

**Social Security Number** - Providing this is voluntary in accordance with the Privacy Act of 1974 (PS 93-579). However, if the Social Security Number is not provided, the department administering this examination will be unable to process your application for purposes of granting Veteran's Preference points, Career Credits, written test waivers, or to check for eligibility in promotional examinations.

**Home/VRS/TTY Number** - Provide your 10-digit home telephone, Video Relay Service (VRS) phone number, or Text Telephone (TTY) phone number.

**Examination Title/Job Title** - Fill in the exact title of the examination from the examination bulletin. Promotional examinations are only available to those who currently meet the criteria to apply on a promotional basis (i.e., civil service employee, veteran, legislative employee, etc.). If applying for a vacant position, enter the class title of the position/vacancy for which you are applying.

**Question 2** - Reasonable Accommodation will be provided to applicants who need assistance to take an interview or written test. If you check "Yes" you will be contacted via telephone or mail to make specific arrangements.

**Question 5** - Employment History/Discharges. Question 5 must be answered by all applicants. You must answer "Yes" if you have ever, because of poor performance or misconduct, been fired, dismissed, or terminated from a job, or had an employment contract terminated. Explain any "Yes" answers in the Explanations section. Include the facts in brief, the grounds for any action taken against you, and the circumstances under which you left the position. In completing this application, you do not need to answer "Yes" to Question 5 if:

- you have been rejected during a probationary period; or
- your employer withdrew the firing, dismissal, termination, or contract termination (either voluntarily or as part of a settlement); or
- a court or administrative agency overturned or revoked the firing, dismissal, termination, or contract termination.

If asked about past employment history by a prospective employer during the hiring process or probationary period, however, applicants are required to tell the truth regarding any firing, dismissal, termination, contract termination or rejection during probationary period, whether or not the action was overturned, revoked, or withdrawn (either voluntarily by the employer or, as part of a settlement agreement). Applicants are also required to provide factually correct information on the Employment History section of the application.

**Questions 8 and 9** - These questions should be answered only if the examination bulletin indicates (a) a minimum or maximum age requirement for eligibility; and/or (b) a California Driver License requirement.

**Explanations** - Use this section to explain the details of any response that requires additional information. Be thorough, and attach additional sheet(s) if needed.

**Signature** - Your signature and the date signed is required. If the Application is not signed, it may be rejected.

**Education** - You must include a complete record of your training and educational background. Please read the Requirements section of the examination bulletin carefully for any special educational requirements. If more space is needed, attach additional sheet(s).

**Licenses** - If the examination bulletin calls for a specific license, professional certificate, or membership in a professional organization, list the full name of the license, certificate or organization, the license number, and the official expiration date of the document or membership.

**Experience** - You must include a complete list of your paid and/or volunteer work experience **which relates to the qualification requirements specified on the examination bulletin**. List all relevant jobs, during the past 10 years, regardless of duration, including part-time and military service. You should also list volunteer experience and jobs held more than ten years ago if they relate directly to the job for which you are applying. **State employees must list the specific departments for which they worked and indicate the specific civil service class title(s) held.**

**Examinations Granting Veteran's Preference Points** - If you have not previously applied for and been approved Veteran's Points, you must apply for the points by completing and submitting the Application for Veteran's Preference Form SPB-1093 to California Department of Human Resources.

**NOTE:** Your completed Application and other examination related information submitted to the department administering this examination becomes confidential information and the property of the State of California as provided by Government Code Section 18934. This Application and other confidential information **will not be returned**; therefore, we recommend that you keep a copy of your completed Application for your personal records. Your rights to inspect your examination papers are set forth in Sections 186-189 of Title 2 of the California Code of Regulations, which can be accessed on the California Department of Human Resources's web site at [www.calhr.ca.gov](http://www.calhr.ca.gov).

**PLEASE ENTER YOUR NAME ON PAGES 1 THROUGH 4 AND STAPLE ALL PAGES OF THE APPLICATION TOGETHER BEFORE SUBMITTING!**