



ANNOUNCEMENT FOR OPEN TESTING

Dental Hygienist Consultant

Final Filing Date: **April 18, 2017**

Bulletin Release Date: March 21, 2017

TU50 -8387

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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. It is an objective of the State of California to achieve a drug-free 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: Persons who meet the minimum qualifications (entrance requirements) as stated on this announcement may take this examination, which is competitive.

HOW TO APPLY: To learn more about the job and testing arrangements, contact the testing office shown below. Applications are available at <https://jobs.ca.gov/Public/StateForms.aspx>, and may be filed in person or by mail with:

DEPARTMENT OF HEALTH CARE SERVICES (916) 552-8270
Selection and Certification Unit
In Person: 1501 Capitol Avenue, Suite 1501
By Mail: MS 1300
P.O. BOX 997411
Sacramento, CA 95899-7411

DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CaHR)

FINAL FILING DATE: Applications (Form STD. 678) must be submitted by **April 18, 2017**, the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the filing deadline will not be accepted.

SALARY RANGES: \$4,290 - \$5,640 per month

POSITION DESCRIPTION: The Dental Hygienist Consultant assists in the development and implementation of preventive programs to improve the dental health of the citizens of the state; serves as an advisor and consultant in planning and development of area-wide dental disease prevention programs; assists with the administration of dental hygiene activities in assigned areas; instructs interested persons and groups in proper diet and its relation to dental health. Also, the incumbent assists in explaining and interpreting dental health programs at seminars for interested persons and groups; serves as an instructor for demonstration programs to develop and conduct preventive dental health programs for specific community groups, including school children; assists in contacting groups and organizations to promote dental health; assists in establishing and implementing dental manpower development programs; evaluates dental health programs. Additionally, the incumbent assists counties to establish programs for prevention of dental disease; serves as dental hygiene consultant to local health departments, and interprets regulations and guidelines of dental health programs; gives consultation on dental hygiene practices; keeps informed on advancements in dental health; acts as a liaison with other departmental programs dealing with dental issues to orient them to the Children's Medical Services (CMS) program, and to keep abreast of all activities relating to dental care, which impacts eligible children and youth.

Positions exist with the Department of Health Care Services in **Sacramento and San Diego**.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION: It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement by **April 18, 2017**, the final filing date. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

NOTE: Applications/resumes **must** include "to" and "from" dates (month/day/year), time base, civil service class title(s), and range (if applicable) for all work experience. College course information **must** include title, number of semester or quarter units, name of institution, completion dates, and degree (if applicable).
Applications/resumes received without this information will be rejected.

MINIMUM QUALIFICATIONS: Qualifying experience may be combined on a proportionate basis if the following requirements include more than one pattern and are distinguished as either I, or II, or III, etc.

Possession of the legal requirements to practice as a Dental Hygienist as determined by the California Board of Dental Examiners. **And**

Experience: Five years of experience as a licensed Dental Hygienist at least two years of which must have been in public health. **And**

Education: Graduation from an accredited college or university with a baccalaureate degree in dental hygiene or its equivalent. (Possession of an Associate of Arts Degree in Dental Hygiene and a baccalaureate degree in public health, health education, or education may be accepted as equivalent.)

GENERAL QUALIFICATIONS: In addition to the scope defined on this announcement, candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, 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.

EXAMINATION INFORMATION: The entire examination will consist of an evaluation of training and experience weighted 100%. No written test is required, and no interview will be conducted. Candidates who meet the requirements for admittance to the examination (minimum qualifications) will be emailed a Training and Experience examination. **Be sure to include your current email address on your application.** The examination is designed to elicit specific information regarding each candidate's education and experience relative to the testing classification. Responses to the examination will be assessed based on pre-determined rating criteria. In appraising the relative qualifications of candidates, consideration will be given to the extent and type of pertinent experience and education over and above that which is required, under "Minimum Qualifications."

The Department of Health Care Services reserves the right to revise the examination plan to better meet the needs of the service if circumstances, under which this examination was planned change. Such a revision will be in accordance with civil service law and rules and all competitors will be notified.

SCOPE: In addition to evaluating the candidate's relative abilities as demonstrated by quality and breadth of experience, emphasis will be placed on measuring, relative to job demands, each competitor's:

Knowledge of:

1. Current standards of care and practice for dental hygiene procedures, to accomplish program goals and objectives
2. Dental diseases and related preventive and corrective measures, to achieve improvements in overall dental health in the community served, by the department and its affiliate care providers
3. Health Insurance Portability and Accountability Act (HIPAA) laws and regulations to ensure confidentiality of all personal health records and information, as required of all providers and record keeping entities
4. The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar in order to communicate effectively and professionally
5. Effective group and individual training techniques and methods to be implemented by staff and other associates within Department programs and care facilities
6. The interrelationships of federal, state, and local professional and public health and welfare agencies, and the programs and services of such agencies in order to meet program needs and departmental goals
7. Policy analysis and development to meet the goals of the department
8. Principles and procedures of planning, design, and quality improvement methodologies to assess the quality of care and services for compliance with applicable requirements and regulations by providers
9. Dental programs and services in order to be responsive to inquiries from various stakeholders
10. Current practices and methods of dental health educational programs in order to assure the department of quality care within its network

Ability to:

1. Provide consultation and technical assistance to agencies, dental hygienists, and other health-related personnel concerned with dental health programs in order to ensure quality care
2. Maintain confidentiality per HIPAA, DHCS policy, and applicable federal and local laws, at all times, to ensure the safety of individuals' health information
3. Listen to, and understand, information and ideas presented verbally and in writing, to facilitate an open exchange of ideas for positive results
4. Complete assignments in a timely and efficient manner to meet deadlines set forth in federal, state, and local mandates
5. Provide and receive constructive feedback to solve problems, when applicable, in order to work effectively with management and the public
6. Work independently to complete assignments accurately, in a timely and efficient manner as required
7. Think independently and creatively to understand and solve issues and problems
8. Deal effectively with people to stimulate the interest of and motivate all age groups in the prevention of dental disease
9. Establish and maintain effective working relationships with lay persons, professional personnel, and other affiliated groups to further the goals of DHCS

10. Combine pieces of information to form general rules or conclusions for effectual presentation to interested parties
11. Encourage and facilitate cooperation and teamwork to create a positive work environment
12. Accept criticism and deal calmly and effectively in high stress situations in order to help maintain and improve a professional work environment
13. Provide training to staff and partners on various dental hygiene topics so that the program providers can administer quality care and treatment
14. Work with beneficiaries, family members, and health care organizations in order to provide collaborative dental health care to program recipients
15. Analyze situations accurately and take appropriate action in order to accomplish specific work tasks and reach goals
16. Develop recommendations for improvement to the quality of care and delivery of services in order to maintain the expectations and requirements of the department
17. Stay up to date with technology in order to make recommendations and apply new information to the job for efficiency and effectiveness

Skill to:

1. Communicate in a professional and effective manner in order to best represent the department and its policies
2. Identify complex problems and review related information to develop and evaluate options and implement solutions which reflect the requirements of DHCS
3. Act as subject matter expert to collaborate with others to achieve DHCS goals
4. Be sensitive to cultural diversity in the workplace to allow employees to function cohesively as a team that is respectful and courteous to each other regardless of cultural differences
5. Interpret dental health-related laws, regulations, and their application(s) to ensure compliance by program care providers
6. Learn rapidly in a high volume, constantly changing environment in order to function professionally and efficiently in representing the department and its goals
7. Prepare clear, concise, and accurate reports to express facts and ideas in a concise and organized manner for presentation as needed by DHCS
8. Review summaries and reports, and make decisions to solve problems and/or to achieve work objectives as per Department requirements
9. Gather, interpret, and analyze complex or technical data clearly and concisely in order to render professional opinions wherever and whenever necessary
10. Identify problems and issues in order to resolve them, utilizing analytical, written, and verbal communication skills

Personal Characteristics:

1. Willingness to respect the opinions of others and work within a team setting in order to ensure effective productivity
2. Model high standards of ethics, honesty, integrity, and trust to ensure excellent service to inter-and intra-departmental programs and individuals
3. Exercise initiative and sound judgment in problem identification
4. Willingness to take on responsibilities and challenges in order to support the needs and requirements of the department
5. Exhibit commitment to improving services and effectiveness, for a positive representation of DHCS and its policies and programs and provide optimal care and practices provided by the department
6. Possession of a valid California driver's license in order to fulfill the travel requirements of the job

ELIGIBLE LIST INFORMATION: Possession of the entrance requirements does not assure a place on the eligible list. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. A departmental open list will be established for use by the department(s) listed on this announcement. The list will expire **12** months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

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, and 6) open. When there are two lists of the same kind, the older must be used first.

VETERANS PREFERENCE: Effective January 1, 2014, veterans' preference will be awarded as follows:

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.

Directions for applying for veterans' preference credits are provided on the Veterans Preference Application form, which is available from the California Department of Human Resources or the department shown on this announcement.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD device.

The California Relay (Telephone) Service for the deaf or hearing impaired:

MCI from TDD: 1-800-735-2929

MCI from voice telephone: 1-800-735-2922

Sprint from TDD: 1-888-877-5378

Sprint from voice telephone: 1-888-877-5379