



COUNTY OF YUBA

SUPPLEMENTAL QUESTIONNAIRE

PROGRAM AIDE – Homeless & Integrated Services

Name:	Application Filing Deadline:
Daytime Telephone:	Tuesday, March 28, 2017 @ 5:00 PM
Address:	Send this and all application materials to: Yuba County Personnel Department 915 Eighth Street, Suite 113 Marysville, CA 95901

The current vacancy is in the **Homeless & Integrated Services Division** of the Health & Human Services Department. The list established from this recruitment may be used to fill additional Program Aide vacancies that may come available during the duration of the eligible list. The current vacancy will support and provide services to the homeless, specifically those released from jail or prison and/or participating in the County's Emergency Shelter, 14Forward; will assist with public assistance applications; ensure referrals to local service providers/community-based organizations are provided, and provide transportation to obtain these services.

This supplemental questionnaire is an integral part of the selection process. Your answers to these questions will be thoroughly evaluated in order to determine the most suitably qualified applicants to continue in the selection process. It is important that responses be as detailed as possible. A resume may be submitted but will **NOT** be accepted in lieu of a completed supplemental questionnaire. Please type responses on a separate sheet of 8 ½ x 11 paper, reference responses to the appropriate questions and attach responses to this cover sheet. **FAILURE TO SUBMIT A COMPLETE COUNTY APPLICATION AND THIS SUPPLEMENTAL QUESTIONNAIRE TO THE YUBA COUNTY PERSONNEL/RISK MANAGEMENT DEPARTMENT WILL ELIMINATE YOUR APPLICATION FROM BEING CONSIDERED FURTHER IN THE SELECTION PROCESS.**

Supplemental Questions	YES	NO
1. Are you able to accept clients' differences and interact with them in a non-judgmental manner?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are you able to be subjected to abuse and profane language on the phone or in person and deal with it unemotionally?	<input type="checkbox"/>	<input type="checkbox"/>
3. Are you able to work in a fast-paced, high stress environment?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are you able to deal calmly and think clearly with angry people when the problem is not your fault and/or the resolution is out of your authority?	<input type="checkbox"/>	<input type="checkbox"/>
5. Are you comfortable working with clients who may have a communicable disease?	<input type="checkbox"/>	<input type="checkbox"/>
6. Are you comfortable conducting in-person interviews with individuals from different backgrounds and socio-economic status?	<input type="checkbox"/>	<input type="checkbox"/>
7. Are you comfortable conducting in-person interviews with individuals who may be mentally ill and/or have a substance use dependency?	<input type="checkbox"/>	<input type="checkbox"/>
8. Are you comfortable interacting with individuals who may have substance use dependency, domestic violence issues, mental illness and/or felony convictions?	<input type="checkbox"/>	<input type="checkbox"/>

9. Check those items which describe the type of employment atmosphere you prefer.

- | | |
|---|---|
| <input type="checkbox"/> Working with few rules, exercising creativity | <input type="checkbox"/> Many things going on at once, many interruptions |
| <input type="checkbox"/> Collaborating with others | <input type="checkbox"/> Busy, fast paced work |
| <input type="checkbox"/> Utilizing computers to perform most tasks | <input type="checkbox"/> Large amount of public contact |
| <input type="checkbox"/> Work involves keeping track of a large number of details | <input type="checkbox"/> Uninterrupted research |
| <input type="checkbox"/> Minimal scrutiny of results by supervisor | <input type="checkbox"/> Working with established procedures and rules |
| <input type="checkbox"/> Following detailed procedures and rules | <input type="checkbox"/> Little or no contact with others |

10. Check the tasks which you have direct work experience in performing.

- | | |
|---|--|
| <input type="checkbox"/> Typing | <input type="checkbox"/> Researching Information |
| <input type="checkbox"/> Filing | <input type="checkbox"/> Creating business correspondence |
| <input type="checkbox"/> Entering data into a computer system | <input type="checkbox"/> Calendaring appointments and events |
| <input type="checkbox"/> Resolving customer complaints | <input type="checkbox"/> Interviewing clients |

11. Please rate your proficiency in the following Microsoft Office applications.

	NONE	Beginner (<1 year)	Intermediate (2-4 Years)	Advanced (5+ years)
MS Access				
MS Excel				
MS Outlook				
MS PowerPoint				
MS Word				

12. Describe your experience maintaining confidentiality and working with confidential documents. Include in the response the name of the employer you worked for, title of your position and your specific role and responsibilities.
13. Describe your experience in working with irate and/or demanding customers, whether internal or external. Include in the response the name of the employer you worked for, title of your position and your specific role and responsibilities.
14. Describe your experience with interviewing and case management. Include in the response the name of the employer you worked for, title of your position and your specific role and responsibilities.

I attest that all the statements made in this application supplement are true, complete, and correct to the best of my knowledge and are made in good faith. I understand that any misrepresentation and/or falsification of my answers may make me ineligible to continue in this recruitment. My signature authorizes the County of Yuba to make any appropriate investigations to verify information.

Signature: _____ **Date:** _____

Print Name: _____