POSITION OPENING

POSITION: Lead Field Ombudsman (Open to current Chico State Enterprises employees)
Full-Time / Benefited / Hourly / Non-Exempt

RECRUITMENT ID: 772

LOCATION: Passages; Candidate must be a California resident at the start of the position

COMPENSATION: $20.00 per hour

ESSENTIAL JOB FUNCTIONS: Under the direction of the Long-Term Care Ombudsman Program (LTCOP) Coordinator, this position is responsible for:

- Advocating for residents in skilled nursing facilities, residential care facilities for the elderly, and community care facilities while maintaining strict adherence to all laws, regulations, and policies set down by the Older Americans Act.
- Investigating and resolving complaints by, or on behalf of, residents of Long-Term Care Facilities while following all legal and regulatory requirements.
- Performing visits to long-term care facilities as outlined by the California Department of Aging and the Office of the State Long-Term Care Ombudsman.
- Providing primary support, mentorship, and guidance to paid Field Ombudsman staff members and volunteer Ombudsman representatives, including case-specific oversight, advice and feedback. This may include accepting more challenging cases from staff and volunteer Ombudsman representatives.
- Documenting cases and entering and managing data within ODIN, the Ombudsman database.
- Providing technical assistance to paid staff and volunteers on ODIN-related topics.
- Escalating support needs to the LTCOP Coordinator as necessary.

EMPLOYMENT STANDARDS:

- Must be able to demonstrate the capability to perform the job functions above.
- Must possess college-level writing competence.
- Must be a certified Long-Term Care Ombudsman or be willing and able to complete state-certified Long-Term Care Ombudsman training at the direction of LTCOP Coordinator upon hire.
- Must possess the ability to work comfortably with the elderly in institutional situations.
- Must be an excellent problem solver with conflict mediation skills.
- High school diploma required, college degree (AA or Bachelor’s) preferred.
- Experience with elderly or institutional residents preferred.
- Candidate must be in possession of valid driver's license and automobile liability insurance. Participation in the DMV Employer Pull Notice Program (driving record) is required. The candidate will be required to update their insurance with Chico State Enterprises Human Resources when necessary.
- Satisfactory completion of a background check (including a criminal records check) is required for employment. Chico State Enterprises will make a conditional offer of employment, which may be rescinded if the background check reveals disqualifying information, and/or it is discovered that the candidate knowingly withheld or falsified information. Failure to satisfactorily complete the background check may affect the continued employment of a current Chico State Enterprises employee who was conditionally offered the position.

DISCLOSURE OF CAMPUS CRIME STATISTICS

An annual security report disclosing crime statistics for California State University, Chico can be obtained by contacting the Chico State University Police Department (530) 898-5372 or by accessing the following Website:
http://www.csuchico.edu/up.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

Chico State Enterprises is an Equal Opportunity Employer and does not discriminate against persons on the basis of race, religion, color, ancestry, age, disability, genetic information, gender, gender identity, gender expression, marital status, medical condition, National origin, sex, sexual orientation, covered veteran status, or any other protected status. It is the Enterprises' policy to hire only United States citizens and aliens lawfully authorized to work in the United States. All new employees must provide proof of identity and authorization to work. Prospective applicants with a disability may request and receive reasonable accommodation during the application and selection process.
**BENEFITS:** Benefits for employees working 30 hours or more per week include employer paid life insurance ($50,000) and long-term disability; options for health, dental, and vision insurance; FSA; 14 paid holidays including 1 personal holiday; vacation accrual (initially 10 days/year); sick leave (up to 12 days/year); employer contributions to your 403(b) retirement plan (up to 8%).

**APPLICATION REQUIREMENTS:** Application and announcement can be located on our website. In order to be considered, applicants must submit the following:
- Cover letter
- Resume
- Three professional references

**APPLICATION DEADLINE:** Application deadline is May 31, 2021.

Applications can be submitted:

**BY EMAIL:**

csejobs@csuchico.edu

For questions, please contact Chico State Enterprises Human Resources office:
**BY PHONE:** (530) 898-6811 or **VISIT OUR WEBSITE:** [http://www.csuchico.edu/cse/](http://www.csuchico.edu/cse/)

The employer is Chico State Enterprises, a non-profit corporation serving as an auxiliary organization of California State University, Chico. Employment is considered to be at-will.