POSITION: Long Term Care Ombudsman Trainee/Coordinator
Full-Time / Benefited / Hourly / Non-Exempt
RECRUITMENT ID: 806
COMPENSATION: $26.32 per hour
LOCATION: Passages - Long Term Care Ombudsman Program; Candidate must be a California resident at the start of the position

ESSENTIAL JOB FUNCTIONS: Under the general direction of the Area Agency on Aging Director, the Coordinator is responsible for planning, organizing, and directing the day-to-day operations of the Long Term Care Ombudsman program, including the list below. It is anticipated that the candidate selected will serve as the Long Term Care Ombudsman Coordinator Trainee with the expectation of becoming the Long Term Care Ombudsman Coordinator upon completion of required training as required by the California Department of Aging Office of the State Long Term Care Ombudsman.

- Recruiting, selecting, training, assigning, and supervising staff and volunteers.
- Collect and maintain data in the state required data base ODIN.
- Providing input into and overseeing program budget.
- Promoting the programs through public media and educational forums.
- Representing the programs at meetings and with other public and private agencies.
- Maintain close coordination with licensing agencies, law enforcement, APS, and other public and non-profit agencies in Planning and Service Area 3 (Butte, Colusa, Glenn, Plumas and Tehama counties).
- Develop a plan for educating consumers and professionals about Long term care institutional options and elder abuse protections and reporting requirements.
- Enhance the total programs’ effectiveness and visibility through involvement in community groups and aging programs.
- Research changes in law and regulations and communicate to staff & volunteers.
- Prepare correspondence and program reports required by funding sources.
- Attend meetings, training, conferences required by Office of State Long Term Care Ombudsman Office.

EMPLOYMENT STANDARDS:
Required qualifications:
- 2 years of experience in the administration, coordination and/or planning of social, health, educational or related human services programs or services.
- 2 years of advocacy or advocacy-related experience.
- 1 year of training or community education experience.
- 1 year experience in either supervising or working with volunteers.
- Willingness to travel in 5-county area.
- Must be free from a conflict of interest, i.e., cannot have worked in care facility during past year.
- Willing to take training at program’s expense to become a certified Ombudsman.
- 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

DISCLOSURE OF CAMPUS CRIME STATISTICS
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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.

Preferred qualifications:

- Prior certification as Ombudsman, background in aging services and B.A. in social services, administration or related field or equivalent experience (i.e. 1 year of experience counts for one year of education).

Knowledge and Abilities:

- Ability to consistently represent Passages in a positive and professional manner.
- Demonstrated attention to detail in communication and work product.
- Possession of management, administrative, and planning/organizational skills.
- Ability to communicate effectively, and prepare clear and concise written and oral reports.
- Ability to research laws and regulations.
- Ability to provide training and conduct community education.
- Ability to recruit, train, supervise and motivate volunteers.
- Ability to work cooperatively with providers of services, community groups, and individuals.
- Ability to work independently and under pressure, and meet deadlines.
- Ability to operate a PC, prepare budgets, manage data through required data base system.

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%).

HOW TO APPLY:
To be considered, submit the following documents by September 13, 2021. Documents submitted after this date will not be considered.

- Resume
- Supplemental application (Found on page 3 of this document)
- Signed Conflict of Interest Statement (Found on page 4 of this document)

BY DROP BOX: https://csuchico.app.box.com/f/1e5229ddc79547d28d899712f0c5febb
BY EMAIL: csejobs@csuchico.edu

Paper applications will not be accepted; however, Chico State Enterprises is an Equal Opportunity Employer and is happy to provide reasonable accommodations to applicants at any step of the application process. If you need assistance in this regard, or are having technical difficulties, please contact the Human Resources office at 530-898-6811 or csejobs@csuchico.edu prior to 5:00 pm on the document deadline date. 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.
SUPPLEMENTAL APPLICATION

Long Term Care Ombudsman Trainee/Coordinator

Compliance with the instructions on this form is a requirement for all applicants. To evaluate your qualifications for this position, response to the supplemental application is required.

The supplemental application provides reviewers with specific information and details. In addition to the content of your responses, we will evaluate your grammar, spelling, punctuation, proofing skills and legibility. You must answer all the questions. Sign and submit this form with your resume package and provide your responses to the questions on a separate piece of paper with the heading “Response to Supplemental Application.”

Name:___________________________________________

1. Please describe your experience supervising and working with staff and volunteers. Discuss your experience in coordinating and conducting training programs or community education events.

2. Describe your experience acting as an advocate, resolving problems, conducting investigations or handling a caseload as a case manager.

3. Describe your experience working with seniors and/or persons with disabilities.

4. Indicate your experience dealing with bureaucracies in accessing services for clients or in resolving client problems.

5. What background do you have in researching and interpreting technical or legal material?

I hereby certify that all statements made in response to the instructions on this supplemental application are true and complete to the best of my knowledge and belief, and that I prepared the attached responses myself. If employed, I understand that my falsification of this record will be cause for termination.

Signature______________________________________ Date______________________

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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.
CONFLICT OF INTEREST STATEMENT

Conflict of interest may exist where a prospective Ombudsman's interests and personal, work or financial relationships may compromise their ability to objectively and fairly advocate for residents in Long term care institutions. The Ombudsman Program is committed to avoiding any real or perceived conflicts of interest in exercising its advocacy responsibilities.

The following standards apply both to the Ombudsman and her/his immediate family members and have been developed by the California Department of Aging's Office of Long term Care Ombudsman in order to avoid conflict of interest concerns:

- Not be employed by a Long term care facility within one year of being certified as an Ombudsman;
- Not be involved in the administration or ownership of a Long term care facility;
- Not own or have financial interest in a Long term care facility, or receive any money or in-kind payment, or receive any gifts for providing services;
- Not be involved in licensing or certification activities;
- Not engage in providing services with conflicting responsibilities, e.g. discharge planner or pre-admission specialist;
- Not be assigned to a facility type (e.g. RCFE or SNF) in which a person has previously been employed within one year of being certified as an Ombudsman;
- Not be assigned as an Ombudsman to a facility where a relative or close friend is a resident;
- Not participate in activities that might negatively impact ability to advocate effectively for residents.

Final interpretation and determination as to whether a conflict of interest exists rests with the Office of State Long term Care Ombudsman, California Department of Aging.

I have reviewed the above principles and attest by signature that to the best of my knowledge that I do not have a conflict of interest in becoming a certified Ombudsman.

Name/Date_______________________    Revised 7/00

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AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

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