POSITION OPENING

POSITION: Long Term Care Ombudsman Trainee/Coordinator (Trainee with intent to assume role as coordinator)
Full-Time / Benefited / Hourly / Non-Exempt

RECRUITMENT ID: 749
LOCATION: Passages
COMPENSATION: $25.07-$26.32 per hour

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 beginning January 1, 2021.

- 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:

- 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 Chico State Enterprises will make a conditional offer of employment, which may be rescinded if the background check reveals disqualifying information, and/or it is discovered that the candidate knowingly withheld or falsified information.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.
- 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;
- Possession of valid driver's license and automobile liability insurance;

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.
• 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.

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:
• 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%).

APPLICATION REQUIREMENTS: Application and announcement can be located on our website. In order to be considered, applicants must submit the following:
• Chico State Enterprises application
• Cover letter
• Resume
• Supplemental application (Found on page 3 of this document)
• Signed Conflict of Interest Statement (Found on page 4 of this document)

APPLICATION DEADLINE: Application deadline is January 24, 2021.

Applications can be submitted:

BY EMAIL:
csejobs@csuchico.edu

BY FAX: (530) 898-3391

For questions, please contact Chico State Enterprises Human Resources office:
BY PHONE: (530) 898-6811 or VISIT OUR WEBSITE: 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.

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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, submission of a standard Chico State Enterprises application and response to the supplemental application is required.

The supplemental application provides reviewers with specific information and details not requested on the standard application. 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 application 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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AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER
CONFLICT OF INTEREST STATEMENT

As a certified Long-Term Care (LTC) Ombudsman, I understand that I am a representative of the Office of the State Long-Term Care Ombudsman (OSLTCO). I also understand the importance of my role as an advocate in serving frail and vulnerable residents in LTC facilities. Therefore, I attest that no perceived or actual conflict of interest exists that would interfere with my ability to advocate on behalf of LTC residents.

I understand that a conflict of interest includes, but is not limited to the following:

1) involvement in the licensing or certification of a LTC facility or provision of a LTC service, including solicitation of employment by myself or a member of my immediate family;

2) ownership or investment interest (represented by equity, debt, or other financial relationship) in an existing or proposed LTC facility or LTC service by myself or a member of my immediate family.

3) employment or solicitation of employment of myself or a member of my immediate family by a LTC facility; participation in the management of a LTC facility by myself or a member of my immediate family;

4) receipt of remuneration (in cash or in kind) under a compensation arrangement with an owner or operator of a LTC facility by myself or a member of my immediate family;

5) accepting any gifts or gratuities, including meals, from a LTC facility or resident or resident representative or being named as the beneficiary of an estate, will, or trust of resident, or resident representative;

6) accepting money or any other consideration from anyone other than the provider agency or other entity designated by the OSLTCO for the performance of an act in the regular course of LTC ombudsman duties;

7) provision of services with conflicting responsibilities while serving as a LTC Ombudsman, such as adult protective services; discharge planning; serving as guardian, agent under power of attorney or other surrogate decision-maker for LTC residents in the service area;

8) participation in pre-admission screening or case management for LTC residents;

9) serving residents of a facility in which an immediate family member resides; or

10) participation in activities which negatively impact my ability to serve residents, or are likely to create a perception that my interest is other than as a resident advocate.

_____________________________________________    / / /  
Signature                                           Date

OSLTCO S009 (2/13)