



- Current
- Proposed

Civil Service Classification: Associate Governmental Program Analyst
Working Title: Training Analyst
Division Branch Name: Office of the State Long-Term Care Ombudsman
Incumbent: Vacant
Position Number: 797-540-5393-702
Effective Date:
Conflict of Interest (COI): Y
FLSA Status: Non-Exempt
CBID: R01
Tenure: Permanent
Time Base: Full Time

You are a valued member of the department's team. All CDA employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA, and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.

Primary Domain(s): N/A

DESCRIPTION:

The Long-Term Care (LTC) Ombudsman program advocates for the dignity, quality of life, and quality of care of all residents who live in LTC facilities, including skilled nursing facilities, intermediate care facilities and residential care facilities for the elderly. Under direction of the Staff Services Manager I, the Associate Governmental Program Analyst (AGPA) performs work to support certified LTC Ombudsman paid and volunteer staff who receive, investigate, and resolve complex complaints made by, or on behalf of, individuals who live in LTC facilities. The analyst must have high levels of analytical, as well as written and oral communication skills. Statewide travel may be required up to 5% of the time to provide training to local programs, ensure training standards are met, and participate in training related events such as Train the Trainer sessions and skills building courses.

ESSENTIAL JOB FUNCTIONS:

40% Training and Resource Development

Independently analyze and conduct complex research on federal and state laws, regulations, and policies concerning long-term care and the long-term care Ombudsman Program to continuously develop, design and update compliant training and guidance materials including eLearning for the statewide LTC Ombudsman programs. Develop and revise complex statewide training materials used including presentations, eLearning modules, teaching notes, evaluation tools, and program procedures for the LTC Ombudsman programs based on that analysis to promote statewide consistency and compliance.

30% Training Administration and Delivery

Serve as a subject matter expert in training administration to develop, prepare, plan and facilitate complex on-site training, conferences, and webinars to meet the needs of local LTC Ombudsman Programs and to ensure compliance with federal and state requirements. Develop and prepare agendas to meet the needs of local programs identified in collaboration with OSLTCO staff and management. Facilitate registration and collect feedback from participants by designing and providing surveys. Analyze training evaluation data to determine areas for improvement and make recommendations to management for future training content and delivery. Independently manage the onsite coordination of events including working with external presenters and facility staff to coordinate the completion of contract tasks and support the audio/visual needs of presenters. Provide guidance, consultation, and recommendations to local LTC Ombudsman programs on various training topics and administration of trainings. Attend trainings provided by LTC Ombudsman Programs to serve as a Subject Matter Expert and monitor training content and attendee questions to improve Office of the State Long-Term Care Ombudsman (OSLTCO) training materials.

10% Technical Assistance and Customer Support

Act as a liaison between OSLTCO and the California Department of Aging (CDA) Information Technology Branch, to provide program-specific information required to inform IT staff in the development of a database software to enhance access to training and program resources per manager's direction. Independently identify and remedy possible issues to improve data entry and to track trainings completed by local ombudsman programs to ensure compliance with state and federal program standards. Also, provide technical assistance, consultation and guidance to local LTC Ombudsman programs via email, in person, and verbally based on established program guidance.

10% Contract Oversight

As a lead, work with CDA Business Management Bureau to analyze the resource and educational needs for the contract and serve as the main point of contact for OSLTCO contracts and conferences. Write and develop the specifications and scope of work by coordinating with conference speakers or facility staff to finalize program-specific contracts needs to support LTC Ombudsman program training. Schedule and collaborate with the OSLTCO program analyst to coordinate the operational

and logistical aspects of OSLTCO's two annual training conferences. Research and identify conference themes, workshop topics, and workshop presenters.

5% Administrative Duties

Conduct complex and sensitive administrative activities, including monthly data reports; respond to requests for information and activities from other CDA teams; review and respond to administrative email; read reference material; respond to requests for information and analysis from senior management; and participate in meetings for planning, decision-making and information sharing per manager's direction. Monitor and respond to customer emails from shared inboxes such as the OSLTCO-Training and ODIN inboxes. Act as a liaison, coordinating issues related to LTC residents between OSLTCO and other State, local and federal agencies, commissions, and Area Agencies on Aging by serving on committees with representatives of various groups and making recommendations on issues involving elders and dependent adults.

MARGINAL JOB FUNCTIONS:

5% Serve as backup support for other Analysts on the team and respond to inquiries. Performs other job-related duties as assigned.

TRAVEL: Statewide travel up to 5% of the time.

TYPICAL WORKING CONDITIONS:

The physical work location of the position is designated at the department's headquarters location, a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.

EQUAL EMPLOYMENT OPPORTUNITY:

The California Department of Aging 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 the policy of CDA to provide equal employment opportunity to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.



- I have signed and received a copy of the duty statement.

Supervisor's Signature and Date

Supervisor's Name and Title

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor. If unsure of a need for reasonable accommodation, inform your supervisor who will discuss your concerns with Human Resources.)
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee's Signature and Date

HUMAN RESOURCES BRANCH USE ONLY:

- Duties meet class specification and allocation guidelines.
- Exceptional allocation, STD 625 on file.

Analyst initials: LD Date Approved: 3/21/25

Revision Date (if applicable): _____