



Current
 Proposed

Civil Service Classification: State Long-Term Care Ombudsman
Working Title: State Long-Term Care Ombudsman
Division Branch Name: Office of the State Long-Term Care Ombudsman
Incumbent: VACANT
Position Number: 797-540-2709-001
Effective Date:
Conflict of Interest (COI): Y
FLSA Status: Exempt
CBID: E99
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 State Long-Term Care Ombudsman serves as a member of the CDA Executive Team. The State Long-Term Care Ombudsman has responsibility for the following:

ESSENTIAL JOB FUNCTIONS:

25% Long Term Care Ombudsman Program Management & Leadership. Directs state office and 35 local Long-Term Care Ombudsman offices to ensure that a statewide system is in place to effectively receive, investigate, and resolve complaints made by or on behalf of residents of skilled nursing facilities, residential care facilities for the elderly, and other congregate facilities, and to provide services and information to assist residents in the protection of their health, safety, welfare, and rights; provides training and education sessions in complaint resolution strategies, investigation techniques, and the role of the Ombudsman to Ombudsman representatives; ensures administrative and technical assistance are provided to

the local Ombudsman programs; certifies and decertifies all paid and volunteer Ombudsman representatives; designates and de-designates local Ombudsman entities. Serves as a liaison and continuously seeks to strengthen partnerships with State partners at the California Department of Public Health - Licensing and Certification Division; the California Department of Social Services – Community Care Licensing Division and Adult Protective Services; and the Department of Developmental Services; as well as federal partners from the Administration for Community Living and National Long Term Care Ombudsman Office, to improve services to residents in long-term care facilities.

- 25% Long Term Care Policy Leadership. Serves as the Department's expert on residents' rights and quality care in long-term care facilities. With a person-centered, data-driven, and equity-focused approach, recommends new or modifying existing laws, regulations, and policies, and facilitates public comment on such laws regulations and policies to improve protections, services, and equity for residents in long-term care facilities in the state, and their families. Represents residents and the Office of the State Long-Term Care Ombudsman in testimony and presentation before the Legislature; analyzes, comments, and monitors the development and implementation of federal, state, and local laws, regulations, and policies with respect to long-term care facilities in the state. Advises the CDA Director regarding issues and concerns related to residents of long-term care facilities and recommends appropriate action. Carries out such other activities as the Director deems appropriate.
- 25% Public and Stakeholder Engagement. Promotes Long-Term Care Ombudsman Program to public through partnerships with citizen organizations, the long-term care industry, public agencies, and state agencies to facilitate program visibility and access to Ombudsman services. Acts as a liaison for the department and local Ombudsman entities on the concerns of long-term care residents, their families, and advocates with stakeholder associations including: the California Long-Term Care Ombudsman Association (CLTCOA), California Association of Area Agencies on Aging (C4A), 33 Area Agencies on Aging, California Commission on Aging (CCOA), the National Association of State Ombudsman Programs (NASOP), the Alzheimer's Association, the Board of Examiners for Nursing Homes Administrators, the Medical Board of California, and many others. Serves on standing committees with representatives of such groups, with recommendations, on issues involving residents of long-term care facilities.
- 15% Data for Action. Maintains a statewide uniform reporting system to collect and analyze data relating to complaints and conditions in long-term care facilities for the following purposes: resolving significant complaints; preparing data dashboards and regular reports of State and local performance of the Ombudsman program residents, families, and the public; including equity metrics; identifying complaint trends across facilities that need to be addressed; and identifying opportunities to proactively and continuously improve the quality and effectiveness of Ombudsman services to the public, in collaboration with the California Long-Term Care Ombudsman Association and the local office directors.

10% Staff Management. Directly supervises a Staff Services Manager II, and indirectly supervises two Staff Services Managers I, eight professional staff and two clerical staff.

TRAVEL: As needed

TYPICAL WORKING CONDITIONS:

The physical work location of the position is designated at the department's headquarters location, which is located at 2880 Gateway Oaks in Sacramento, CA. 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: _____ Date Approved: _____

Revision Date (if applicable): _____