

**State of Connecticut
State Department on Aging
Long Term Care Ombudsman Division
Job Opportunity**

Regional Long Term Care Ombudsman

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!!!

Posting Date: June 28, 2013

Closing Date: July 8, 2013

The State Department on Aging, Long Term Care Ombudsman Division, is currently accepting applications to fill (1) one Regional Long Term Care Ombudsman position in our Waterbury Office.

Open To: The Public and State Employees
(Candidates who have taken and passed Exam Number 130350)

Position: Regional Long Term Care Ombudsman – Position # 34070

Bargaining Unit: Professional Health Care Employees (P-1)

Salary Range: \$62,254.00 - \$84,383.00 Annually (FP- 23)

Work Schedule: 8:00 a.m. to 4:30 p.m. - Monday-Friday

Location: 249 Thomaston Ave, Waterbury, CT 06702

STRONGLY RECOMMENDED

Excellent negotiation and mediation skills, excellent critical thinking and analytical skills/problem solving techniques, creativity to develop and implement new programs and activities relevant to the work of the Program, ability to prioritize work needs and organize those priorities, enthusiastic approach to work-related tasks and a good “team work” ethic, sensitivity and insight into needs of elders and disabled individuals, excellent written communication skills, excellent verbal communication skills, sincere dedication to improving the quality of life of elders and disabled individuals in long term care facilities.

EXAMPLE OF DUTIES:

Provides regional advocacy services for residents of long term care facilities in accordance with policies established by agency and State Long Term Care Ombudsman; identifies, investigates and resolves complaints made by or on behalf of residents of long term care facilities; advocates on behalf of long term care residents to resolve problems; represents residents’ interests before governmental agencies and legislature in consultation with State Long Term Care Ombudsman; seeks administrative, legal and other remedies to protect residents’ interests; analyzes, comments on, monitors and supports public participation in development and implementation of federal, state and local laws related to long term care services; directs activities of regional volunteer resident advocate program; recruits, trains, assigns and supervises volunteer staff; speaks before groups regarding volunteer services and program goals and objectives; prepares and conducts public education programs and in-service training program for resident care staff; maintains relationships with agencies which can assist residents; supports development of

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resident and family councils; directs or performs collection, management and analysis of program data and information to identify trends in residents' needs and issues where broader statewide program initiatives, advocacy or management are needed; completes written evaluations of all cases; maintains records; generates reports; performs related duties as required.

MINIMUM QUALIFICATIONS REQUIRED

KNOWLEDGE, SKILL AND ABILITY: Knowledge of the aging process; knowledge of and ability to apply relevant state and federal laws, statutes and regulations; knowledge of problems of the aged and/or disabled residing in community and long term care facilities; knowledge of community resources and agencies dealing with problems of the elderly and disabled; knowledge of training methods and techniques; knowledge of volunteer management theory; knowledge of public relations principles and practices; considerable interpersonal skills; considerable oral and written communication skills; ability to negotiate problem resolutions for clients and assist clients to speak for their own interests; ability to recruit, select, train, supervise and support volunteers and evaluate staff and volunteer performance; ability to coordinate activities of a regional program; ability to identify trends in client needs through review of program data and identify issues where broader program initiatives and advocacy are needed; ability to provide training and technical assistance; supervisory ability.

EXPERIENCE AND TRAINING:

General Experience: Six (6) years of professional experience providing services to the elderly or persons with disabilities.

Special Experience: One (1) year of the General Experience must have been in the provision of advocacy services.

Substitutions Allowed:

1. College training may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling one-half (1/2) year of experience to a maximum of four (4) years for a Bachelor's degree.
2. A Master's degree in counseling, gerontology, nursing or social work may be substituted for one (1) additional year of the General Experience.

Special Requirement:

Incumbents in this class are required to travel.

Working Conditions:

Incumbents in this class may be exposed to some communicable and/or infectious diseases and disagreeable conditions while investigating complaints.

Note: This position may be filled by mandatory candidates from the Re-employment and Sebac Lists, which we are obligated to use. Applications will be accepted from candidates and state employees who have attained permanent status in the job classification and from candidates who have taken and passed the current Examination for Regional Long Term Care Ombudsman, Exam Number 130350.

APPLICATION PROCEDURE: Candidates who meet the above requirements should complete a State of Connecticut Application for Examination or Employment (CT-HR-12). The CT-HR-12 Application Form may be downloaded from the State of Connecticut's Department of Administrative Services Human Resources Services' Website at: [www.das.state.ct.us/exam/default.asp#APPLICATION FORMS](http://www.das.state.ct.us/exam/default.asp#APPLICATION_FORMS). When faxing materials, keep a copy of your application and the fax transmittal receipt for your records. Please forward your completed original State of Connecticut Application for Examination or Employment (CT-HR-12) to:

**Lisa Owens, Principal Human Resources Specialist
Department of Social Services
25 Sigourney Street – 12th Floor
Hartford, CT 06106**

(860) 951-2979 Fax

**APPLICATIONS MUST BE RECEIVED ON OR BEFORE MONDAY, JULY 8, 2013, C.O.B.
An Equal Opportunity / Affirmative Action Employer**