

☐ Current
☒ Proposed

Civil Service Classification: Supervisor I
Working Title: Database and Operations Manager
Division Branch Name: Office of the State Long-Term Care Ombudsman
Incumbent: Vacant
Position Number: 797-540-4800-950
Effective Date:
Conflict of Interest (COI): Y
FLSA Status: Exempt
CBID: S01
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:

Under the general direction of the State Long-Term Care Ombudsman and reporting directly to the Supervisor II (Deputy State Long-Term Care Ombudsman), the Supervisor I is responsible for supervising, planning and directing the work of staff performing a variety of sensitive and complex analytical and technical activities to support the State Long-Term Care Ombudsman Program. The Supervisor I will strengthen existing and identify new strategies to support the operations and priorities of the Office of the State Long-Term Care Ombudsman (OSLTCO).

The Supervisor I has primary responsibility to plan, coordinate, and manage the daily administration of the OSLTCO, including ensuring staff performance levels are met; provide effective supervision, training and technical direction to subordinate staff.

ESSENTIAL JOB FUNCTIONS:

35% Supervise Staff and Administrative Activities

- Recruit, hire, and evaluate the performance of subordinate staff in the Data and Operations unit in accordance with CDA and California Department of Human Resources (CalHR) best practices. Actions include regular check-ins with staff, the timely completion of probationary reports and performance appraisals, and the performance of appropriate corrective action when necessary to ensure staff meet work requirements.
- Direct the work of subordinate staff by assigning projects and tasks, reviewing and/or preparing work plans, encourage team building, facilitate cross training, and identify team and individual training needs, to support employee development and the completion of established program goals and deliverables.
- Foster methods of creative decision-making and problem solving to establish and promote a culture of continuous improvement and team member collaboration.

30% Manage OSLTCO Training and Volunteer Recruitment Programs

- Oversee the production of the bi-annual training conferences, including budgeting, content and contract development to support the continuing education and training support for local ombudsman programs.
- Oversee the OSLTCO's role in Volunteer Recruitment by supervising analytical staff responsible for updating documents and reporting on program metrics from the local program to identify trends and program need to achieve program goals.
- Oversee the implementation and continuance of the Long-Term Care Ombudsman Certification Training program in accordance with state and federal law.
- Oversee the development and delivery of new and ongoing OSLTCO training program activities including in person training delivery and on-demand eLearning using Adobe Captivate or related authoring tools to ensure strategic goals and statutory obligations are met.

30% Manage Database and Operations Initiatives

- Assist the Deputy State Long-Term Care Ombudsman in the review and development of policies, program standards, and performance requirements associated with the relevant Long-Term Care (LTC) Ombudsman sections of the federal Older Americans Act and the Older Californians Act to support program compliance.
- Oversee the development and management of operational contracts including, but not limited to, CDSS Background Clearances and the Ombudsman Hotline to ensure delivery of services and support mandated by the Older Americans Act and Older Californians Act.
- Oversee the development, maintenance, and production of existing and new features within the ODIN database, including analytical reports generated from NORS data elements to facilitate ombudsman activity documentation and mandatory reporting.
- Provide oversight, direction, and assistance to develop and maintain OSLTCO's records management practices, the development and maintenance of the filing system, the support staff operational manual, and word processing assignments.

MARGINAL JOB FUNCTIONS:

5% Other Duties:

- Share after hours coverage of the 24-hour Ombudsman Hotline with the State Ombudsman and Supervisor I and II on a rotational basis.
- Perform other duties as assigned.

TRAVEL: Statewide travel up to 5%

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: _____ Date Approved: _____

Revision Date (if applicable): _____