



EXAMINATION OPEN TO THE PUBLIC

REGIONAL LONG TERM CARE OMBUDSMAN

**ANNUAL \$60,735
SALARY: \$82,324**

**SALARY
GROUP: FP 23**

**APPLICATION CLOSING
DATE: APRIL 8, 2013**

**EXAM
NO: 130350CSP**

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW
REANNOUNCED WITH CORRECTED SALARY

PURPOSE OF CLASS: In the Department of Social Services this class is accountable for providing advocacy services to represent the interests of and resolve problems for residents of long term care facilities and serve as a focal point for community advocacy on behalf of residents.

MINIMUM QUALIFICATIONS REQUIRED

IN ORDER TO BE CONSIDERED FOR ADMITTANCE INTO THIS EXAMINATION, YOU MUST INDICATE ON YOUR APPLICATION THAT YOU HAVE THE FOLLOWING EXPERIENCE AND TRAINING BY APRIL 8, 2013:

GENERAL EXPERIENCE: Six years of professional experience providing services to the elderly or persons with disabilities.

SPECIAL EXPERIENCE: One year of the General Experience must have been in the provision of advocacy services. (Note: Advocacy services is defined as speaking and working on behalf of a position, cause or individual to further interests and ensure the preservation of rights.)

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

KNOWLEDGE, SKILLS AND ABILITIES: 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.

THE EXAMINATION WILL BE COMPOSED OF:

<u>PART</u>	<u>WEIGHT</u>
EXPERIENCE AND TRAINING	100%

APPLICATION/EXAMINATION PROCEDURE

**APPLICANTS MUST SUBMIT: (1) Completed Application Form (CT-HR-12)
(2) Supplemental Examination Materials (see instructions below)**

In order to be considered for admittance into this examination, you must complete all parts of the examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above AND complete the required examination supplemental materials as detailed below. Applicants who do not submit the required application and examination supplemental materials by the closing date will not be admitted into the examination and will not have the right to appeal this decision. Resumes and/or vitas will not substitute for the required application form or for the required examination materials.

EXAMINATION INSTRUCTIONS: Section 1. For each job (maximum of three) which you feel has best prepared you for the job of Regional Long Term Care Ombudsman, include a 1-2 page (typed or printed) description detailing your duties and responsibilities. (Applicants serving provisionally or temporarily in the title of Regional Long Term Care Ombudsman cannot include this as one of the three jobs.) Each job description should begin on a separate page and begin with your job title, company name and location, dates of employment, and number of hours worked per week. This should be followed by a description of your duties and responsibilities organized and formatted around the numbered items that follow. **(1)** Experience providing advocacy services for an elderly or disabled population. Be specific as to the type of population being served, the issues involved, the way problems or issues came to your attention, the goal of your advocacy and the names of other community agencies you dealt with or to which you referred clients. Include information on your experience with mediation, negotiation, problem solving, and conflict resolution. **(2)** Lead/supervisory experience. Detail your experience leading or supervising staff or volunteers providing advocacy services including the number and job titles of those for whom you were responsible. Include a description of your duties assigning work, scheduling, conducting performance appraisals and taking necessary disciplinary action. Include experience serving as project or team leader, the nature and purpose of the project/team and your exact lead responsibilities. **(3)** Interpersonal/oral and written communications experience. Describe your experience in the preparation of written materials such as reports, correspondence, policies and procedures, etc., for whom they were prepared, and the purpose. Detail any experience making presentations, chairing or serving on committees/taskforces and/or coordinating/attending workshops, seminars or other activities involved in providing advocacy for the elderly or persons with disabilities. **Section 2.** On a separate page, include a list of degrees, certifications, licenses and courses that you have completed which have prepared you for the job. **Important Notes:** **(1)** Make certain both your application form and your examination materials are complete and separate documents not referencing the other, as your application form and supplemental examination materials may be separated during the scoring process. **(2)** Examination materials should be clearly marked as such and each page should contain the examination title, exam number and your social security number (do not include your name). **(3)** Do not include materials other than those requested above. **(4) Your examination will only be scored if you meet the minimum experience and training requirements outlined above and your CT-HR-12 and supplemental examination materials are date stamped by DAS/Human Resources or postmarked by April 8, 2013.** **(5)** Mail applications/examination materials to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, Connecticut 06106-1658 (**Secure Fax #860-622-2875**). **If faxing materials make certain that your application form is complete and transmitted correctly and without error. Keep a copy of your completed application/examination package and the fax transmittal receipt for your records. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted.** **(6)** Due to the large number of applications received, we cannot confirm receipt of applications. **(7) Examination scores will be mailed by May 20, 2013.** **(8) A separate application/examination package must be submitted for each exam you are applying for.**

FORMS: Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (<http://das.ct.gov/employment>) and at the Offices of the Connecticut State Job Centers.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, persons with disabilities and military veterans.