

INYO COUNTY
PERSONNEL SERVICES
P. O. BOX 249
INDEPENDENCE, CA 93526



(760) 878-0377
FAX (760) 878-0465

AN EQUAL OPPORTUNITY EMPLOYER
(WOMEN, MINORITIES, AND DISABLED ARE ENCOURAGED TO APPLY)

ANNOUNCES AN OPEN RECRUITMENT FOR:

ASSISTANT HUMAN SERVICES SUPERVISOR – PART TIME

(ESAAA/I.C.-GOLD & LTC Ombudsman Program)

Application Deadline: OPEN UNTIL FILLED

DEPARTMENT: Health and Human Services
LOCATION: Countywide
SALARY: Range PT65 \$21.72 - \$26.41/hour*
(20-29 hours per week with some County benefits)

***BENEFITS:** Will receive benefits provided by ICEA-represented BPAR-category employees as documented in the Memorandum of Understanding.

DEFINITION:

Under supervision, assists in the coordination and direction of aging programs for residents of Long-Term Care Facilities, as well as for services provided at Senior Centers to aging participants. Programs include nutrition, outreach, escort, information and referral, community, in-home, and LTC Ombudsman advocacy. Provides leadership in the absence of the Human Services Supervisor overseeing Senior Centers and/or the LTC Ombudsman.

ESSENTIAL JOB DUTIES:

Incumbents in the Assistant Human Services Supervisor classification receive direct supervision from a Human Services Supervisor, or higher-level supervisor or manager. The Assistant Human Services Supervisor provides general office support including fielding phone calls, greeting members of the public, and answering questions appropriately; maintains records and logs; signs in meal guests daily and prepares meal counts. Assists the Human Services Supervisor who acts as the Site Coordinator in maintaining various statistical reports and individual case files; counts and deposits all program income for the Nutrition Program and other services at the designated area/site; maintains appropriate receipts/documentation of all transactions; organizes social activities; coordinates and helps to develop plans to stimulate community interest and involvement in the senior program; and identifies and supports volunteers. Duties also include participation in meetings and trainings as directed; following applicable federal, state and local regulations; maintaining compliance with LTC Ombudsman certification requirements; performing LTC Ombudsman program functions, and other duties as assigned. LTC Ombudsman functions include administrative and office duties such as ordering supplies, filing, data entry, and report preparation; acting in the capacity of an LTC Ombudsman, promoting and protecting the rights, dignity, safety, and quality of life of residents in long-term care facilities; assisting residents to address and resolve issues to their satisfaction; promoting communication between parties who may disagree; supporting both resident rights as well as the sincere effort of providers who wish to deliver high quality care in their facilities; visiting with residents, identifying complaints and concerns; Educating residents about their rights, community services available to them, laws, regulations and standards governing LTC facilities; and receiving and responding to reports of suspected elder/dependent adult abuse as directed by the LTC Ombudsman.

EMPLOYMENT STANDARDS

Education/Experience:

EITHER:

Pattern 1: Graduation from an accredited four-year college or university;

OR

Pattern 2: Successful completion of thirty (30) college semester units from an accredited college or university, including fifteen (15) semester or twenty-two (22) quarter units in social welfare, social/human services, psychology, sociology, or other social or behavioral science or related field;

AND

One (1) year of full-time experience performing duties comparable to the Human Services Specialist IV classification;

OR

Pattern 3: Equivalent to completion of two years of college, including fifteen (15) semester or twenty-two (22) quarter units in social welfare, social/human services, psychology, sociology, or other social or behavioral science or related field

AND

Two (2) years of full-time experience performing paraprofessional* duties comparable to a Human Services Specialist III classification OR two (2) years of full-time experience in a public or private Health and Human Services agency providing services to disadvantaged adults and/or children

*Paraprofessional is defined as a person trained to assist a professional (including but not limited to social workers, therapists, doctors, teachers, and lawyers), but is not licensed to independently practice in the profession.

Knowledge of:

- The social, medical, economic and recreational needs and concerns regarding the senior population
- Types of activities suited to the senior population
- Health and social care systems, community agencies and organizations that provide services to the senior population
- Evaluation and assessment methods
- The principles of Federal and State regulations governing programs for the aged
- Computer applications such as spreadsheets, word processing, e-mail, and database software
- Office procedures, filing techniques, business methods, operation of office equipment, including telephone, copier, agency computer programs, and the internet
- Effective communication skills both orally and in writing

Ability to:

- Successfully complete the 36-hour State Certified Long Term Care Ombudsman Training and post training mentored facility visits within 6 months of employment.
- Complete 12 hours of additional training annually to retain certification.
- Be sensitive to the human situation as related to the aging process
- Be objective and impartial when documenting, discussing, and reporting complaints and concerns
- Be willing to follow complaints to conclusion
- Maintain client confidentiality in investigation and casework
- Receive and respond to inquiries and complaints made by or on behalf of residents in long-term care facilities
- Develop professional relationship with personnel in long-term care facilities through regular visits to assigned facilities
- Maintain documentation and submit required reports in a timely manner
- Apply effective interpersonal skills
- Develop and maintain effective working relationships with agency staff, clients, and outside organizations
- Maintain confidentiality in accordance with legal standards and/or county regulations

- Use computers and related software
- Encourage self-advocacy and interaction between residents, staff and community including resident councils and family support groups
- Be flexible and adjust work schedule and daily duties to meet the needs of the program

Typical Physical Requirements: While performing the essential functions of this job class, the employee is regularly required to: use hands and fingers to operate a vehicle and a variety of office equipment; possess flexibility and endurance to sit, stand, walk, bend, squat, climb, kneel, twist, and reach; talk and hear clearly and concisely to communicate with general public, clients, supervisors, and fellow employees on a continuous basis; regularly lift and/or carry and/or move objects weighing up to 10 pounds, and occasionally lift and/or carry and/or move objects up to 50 lbs.

Typical Working Conditions:

Assigned work is performed in an office, in client homes, in Long-Term Care Facilities and occasionally in the outdoor environment. The successful applicant will have continuous contact with clients, County staff, management, general public and outside organizations/agencies.

SPECIAL REQUIREMENTS: Must be able to travel, either alone or with clients, within Inyo County routinely in the course of work, and occasionally travel outside Inyo County in the course of work; will be required to work flexible hours including evenings on some occasions; must possess a valid California driver's license; must successfully complete pre-employment background investigation and successfully complete a Live Scan fingerprinting background check. Within six months of employment, successful completion of the 36-hour State Certified Long Term Care Ombudsman Training and post training mentored facility visits. Consistent attendance is an essential function of the position.

Note: Ombudsman staff and volunteers are by law, prohibited from employment in a long term care facility in the past 12 month or from having any financial interest in a long term care facility during the time they are acting in an ombudsman capacity.

Core Competencies:

The core competencies listed below and the ability to immediately demonstrate these competencies consistent with the position's level in the department and the specific work assignment:

Intensity: Goes after the goal with passion; is results oriented, and gets the job done. *Key Concepts:* Risk-taker; results-oriented; and initiative driver.

Ethical Behavior: Does what is right regardless of temptations and pressures to do otherwise; upholds the public's trust; and conducts self-according to a set of principles. *Key Concepts:* Respect; trust; responsible; fair; and caring.

Influence: Affects successful outcomes for the organization through the use of masterful leadership, collaboration, and a keen understanding of the organization, its goals, and the interests of all parties. *Key Concepts:* Engaged; collaborative; strategic orientation; situational awareness; organizationally savvy; inspirational; energizing-empowering; team orientation; and change agent.

Commitment: Successfully builds relationships with and promotes involvement of diverse groups; considers the needs of diverse clients when developing policies and procedures related to service; works closely with diverse groups to identify and deliver services that meet their needs and the strategic objectives of the program; establishes customer service as the single purpose to which all resources are dedicated; focuses on delivering the best services possible to the public; focuses on customer needs; and is committed to public service. *Key Concepts:* Public servant; and customer service.

Interpersonal Skills: Possesses and uses versatile communication styles and approaches; understands the underlying psychology of why people act as they do and changes approach to affect positive outcomes; builds

rapport throughout the organization; and develops human potential. *Key Concepts:* Staff development; communication; listening; delegation; recognition; and buy-in.

Resiliency: Is adaptable; takes direct action; leads by example; exhibits tenacity. This leader is ready, flexible, self-reliant, and has a reputation for finding opportunities in difficult situations. *Key Concepts:* Action-orientation; adaptability; flexibility; agility; tenacity; survivability; courage; confidence; and intuition.

Craftsmanship: Rejects the "good enough for government work" attitude; takes ownership of work done and results accomplished; takes pride in delivering quality services to customers; seeks out opportunities to develop new and creative solutions and programs; imagines possibilities; defines a vision, and works to bring vision into reality. *Key Concepts:* Innovative; imaginative; inventive; pride-in-work; accountability; self-development; and self-starter.

SELECTION: Selection procedures will be determined by the number and qualifications of applicants, and may include a qualification screening, written examination, and oral examination.

APPLICATION: **This recruitment will remain open until position has been filled.** Applications must be received at the Inyo County Personnel Department, P.O. Box 249, Independence, CA 93526. Must apply on Inyo County application form. A cover letter and/or resume will be accepted in addition to the application form but will not serve as a substitute for a completed application. **It is not acceptable to complete the application with statements like "See/Refer to Resume" or "See Attached".** Incomplete applications will not be processed.

THIS RECRUITMENT WILL ESTABLISH AN ELIGIBILITY LIST THAT MAY BE USED FOR ONE YEAR IN FILLING COUNTYWIDE VACANCIES THAT MAY OCCUR IN THIS JOB CLASSIFICATION AND SALARY RANGE.

REASONABLE ACCOMMODATION FOR INDIVIDUALS WITH QUALIFYING DISABILITIES: Reasonable efforts will be made in the examination process on a case-by-case basis to accommodate persons with disabilities. If you have special needs, please contact (760) 878-0377 prior to the examination process.

CITIZENSHIP/IMMIGRATION STATUS: Inyo County employs only U.S. citizens and lawfully authorized non-citizens in accordance with the Immigration Reform and Control Act of 1986.

The County of Inyo has work sites located throughout the Owens Valley (Independence, Bishop, Lone Pine, Big Pine, and Olancho) and the Death Valley area (Death Valley, Tecopa, and Shoshone). **All Inyo County positions are considered Countywide positions.** Positions are assigned to a work site based upon the needs of the County. Positions may be temporarily or permanently reassigned to another work site as deemed necessary by the Department Head and County Administration.