



# CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES

California Correctional Health Care Services

## CAREER EXECUTIVE ASSIGNMENT JOB EXAMINATION ANNOUNCEMENT

JC-32742 - Ombudsman - Career Executive Assignment Level A

Final Filing Date:9/26/2016

### Equal Opportunity Employer

The State of California is an equal opportunity employer that actively pursues and hires a diverse workforce. All qualified applicants will receive consideration for employment without regard to age, ancestry, color, disability (mental or physical), gender identity or expression, genetic information, marital status, medical condition, military veteran status, national origin, political affiliation, pregnancy, race, religion or creed, sex, sexual orientation, or any other factor that is not related to the job.

It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

### Position Details

Job Control #:	JC-32742
Position #(s):	140-213-7500-000
Working Title:	Ombudsman - Career Executive Assignment Level A
Classification:	C. E. A. \$6,453.00 - \$9,277.00 A
# of Positions:	1
Work Location:	Sacramento County
Job Type:	Career Executive Assignment - Non Tenured, Full Time

### Department Information

**THIS IS A RE-ADVERTISEMENT - candidates who previously applied for this position posted on July 12, 2016, need not apply.**

### Job Description and Duties

Under the direction of the Chief, Ombudsman, California Department of Corrections and Rehabilitation (CDCR), and the functional supervision of the Chief Executive Officer (CEO) at

California Health Care Facility (CHCF), the incumbent is an independent entity which functions as an Ombudsman or Special Advisor on sensitive health care issues relating to CHCF. The position provides management advice and consultation and makes recommendations to executive level staff in resolving sensitive and critical health care issues that impact a broad spectrum of areas affecting departmental policies, procedures, and programs applicable to surrounding issues of the institution. This position serves as a key policy and public relations expert and has extensive contact with a wide variety of individuals inside and outside of state government.

Monitors institution operations and procedures; researches critical health care issues pertaining to and working with the institution management in developing and implementing new policies and procedures; and provides executive level advice and consultation to the Chief Ombudsman, CDCR regarding the impact of criminal justice issues on the development and implementation of departmental programs and proposals. Knows and understands safety and security policies and procedures of the institution adult inmate housing and security levels, adult inmate work assignments, movement, and classification. Communicates substantially and effectively with adult inmates and their families and has the knowledge and ability to intercede in emergent situations that have the potential to become uncontrolled and/or unstable which could escalate and endanger public safety and property if not addressed. Provides education and advice regarding policy and resolution avenues to the adult inmates through direct contact.

Investigates and mitigates the most sensitive health care complaints/appeals that require immediate resolution; and may substantiate or refute claims made by adult inmates or staff relevant to perceived problems at the institution and report findings. Some travel may be required to adult institutions to conduct extensive in-depth interviews with adult inmates, both individually and in groups, to discuss emergent and potentially systemic issues surrounding adult inmate concerns.

Responds to staff, adult inmates and their families, representatives of various special interest groups, legislative bodies, and community groups regarding problems or potential areas of critical concern; and serves as Ombudsman for the Department in meetings with representatives of various special interest groups, adult inmates and their families, and community-based groups. Resolves health care issues expediently to decrease the likelihood of future litigation, negative media coverage, and to increase the safety and security of the institution, the public, and the adult inmate populations.

Works collaboratively with the Division of Adult Institutions' and Correctional Health Care Services' executive staff, and participates in and provides input to the decision making process.

### **Application Instructions**

Completed applications and all required documents must be received or postmarked by the Final Filing Date in order to be considered.

Final Filing Date: 9/26/2016

### **Who May Apply**

Individuals who are eligible to be appointed to this Career Executive Assignment (CEA) by the State of California.

### **How To Apply**

Completed Examination/Employment Application (STD 678) and applicable or required documents must be submitted to apply for this Job Posting. A completed copy of the Application Packet listing must be included, when submitting your application in hard copy.

### **Address for Mailing Application Packages**

You may mail your application and any applicable or required documents to:

California Correctional Health Care Services  
Attn: Melinda Martinez  
Executive Recruitment and Selection  
PO Box 588500, D-1, Personnel  
Elk Grove CA, 95758

### **Address for Drop-Off Application Packages**

You may drop off your application and any applicable or required documents at:

Melinda Martinez  
Executive Recruitment and Selection  
8280 Longleaf Drive, Building D-1  
Elk Grove CA, 95758  
  
08:00 AM - 05:00 PM

### **Required Application Documents**

Please submit the following items with your application. Applicants who do not submit the required items timely may not be considered for this job:

- State Examination/Employment Application STD Form 678. All Experience and Education relating to the Minimum Qualifications listed on the Classification Specification should be included to demonstrate how you meet the Minimum Qualifications for the position.
- Statement of Qualifications - A Statement of Qualifications that describes your experience, education, training, knowledge, skills, and abilities as they relate to the information contained in the position description and desirable qualifications sections in this bulletin. You must provide specific examples.
- Statement of Qualifications - The Statement of Qualifications will also serve as documentation of each candidate's ability to present information clearly and concisely in writing since this is a critical factor to successful job performance.
- Statement of Qualifications - The Statement of Qualifications should not exceed three pages in length nor be less than 12 font.
- Statement of Qualifications - **APPLICANTS WHO FAIL TO SUBMIT A STATEMENT OF QUALIFICATIONS WILL BE ELIMINATED FROM THE EXAMINATION. RESUMES DO NOT TAKE THE PLACE OF THE STATEMENT OF QUALIFICATIONS.**
- Other - A resume must be submitted, that clearly addresses your experience and must include job titles, names, and addresses of employers, periods of employment and education relevant to the Minimum Qualifications, desirable qualifications, and information contained in the position description sections in this bulletin.

Applicants requiring reasonable accommodations for the hiring interview process must request the necessary accommodations if scheduled for a hiring interview. The request should be made at the time of contact to

schedule the interview. Questions regarding reasonable accommodations may be directed to the EEO contact listed on this job posting.

### **Examination Qualification Requirements**

This position requires an examination to be appointed. Applicants must meet the Minimum Qualifications for the Position in order to compete in the examination.

All applicants must possess the knowledge and abilities, and any other requirements, described in this announcement.

Note: Eligibility to take a CEA examination does not require current permanent status in the civil service.

### **General Qualifications**

State civil service employees must possess essential general qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

### **Knowledge and Abilities**

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; personnel management techniques; the department's or agency's equal employment opportunity objectives; and a manager's role in the equal employment opportunity program.

Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures, and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislative and Executive Branches; analyze complex problems and recommend effective courses of action; prepare and review reports; and effectively contribute to the department's or agency's equal employment opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

CEA Level A - Responsible for broad administrative and program activities, including the execution and/or evaluation of program policies.

CEA Level B - Responsible for extensive managerial and program administration or broad program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Level C - Responsible for extensive highly professional influence and contributes to program, policy, and the methods to provide professional services needed to set policies, to meet the mission of the State department and often exercising technical and or professional skills that are required at this level.

### **Desirable Qualifications**

In addition to evaluating each candidate's relative ability, as demonstrated by quality and breadth of experience, the following factors will provide the basis for competitively evaluating each candidate:

1. Demonstrated knowledge and experience in providing management advice and consultation and make recommendations to the executive level staff in resolving sensitive and critical issues that impact a broad spectrum of areas affecting health care and custody policies, procedures, and programs applicable to surrounding issues of an institution/correctional health care setting.
2. Ability to investigate and mitigate sensitive health care/custody complaints/appeals that require immediate resolution and implement an effective course of action.
3. Demonstrated knowledge and experience in developing cooperative working relationships with executive level staff, institution staff/facility staff, adult inmates and their families, and community groups.
4. Well-developed oral, written, and interpersonal skills. The ability to interact and communicate effectively with adult inmates and their families, staff, representatives of various special interest groups, legislative bodies, and community groups.
5. Demonstrated knowledge and experience in the development and implementation of policies and procedures with regard to correctional health care and custody.
6. Demonstrated knowledge and experience in the ability to serve as a key policy and public relations health care expert and have extensive contact with a wide variety of internal and external customers.
7. Knowledge of rules, laws, and regulations in regard to the rights of adult inmates.

### **Examination Information**

If you meet the requirements stated in this announcement, you may take this competitive examination. Possession of the Examination Qualifications requirements does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of others who take this examination, and all successful candidates will be ranked according to their scores.

A minimum rating of 70% must be attained in the Examination to obtain list eligibility for this position. All candidates will receive written notification of their examination results.

The results of this examination will be only be used to fill this position. Applications will be retained for twelve months.

Hiring interviews for the Job may be conducted with the most qualified candidates.

The examining Department reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

## Special Testing Arrangements

If you have a disability and need special testing arrangements, answer the Reasonable Accommodations question appropriately on your Application (STD 678). You will be contacted to make specific arrangements. Questions regarding reasonable accommodations may be directed to the EEO contact listed on this announcement.

## Contact Information

The Hiring Unit Contact is available to answer questions regarding the position or application process.

- **Hiring Unit Contact:**

Melinda Martinez

(916) 694-2364

[melinda.martinez@cdcr.ca.gov](mailto:melinda.martinez@cdcr.ca.gov)

- Please direct requests for Reasonable Accommodations to the interview scheduler at the time the interview is being scheduled. You may direct any additional questions regarding Reasonable Accommodations or Equal Employment Opportunity for this position(s) to the Department's EEO Office.

**EEO Contact:**

EEO Coordinator

(916) 691-6035

[CCHCS\\_Disability\\_Management\\_Unit@cdcr.ca.gov](mailto:CCHCS_Disability_Management_Unit@cdcr.ca.gov)

- California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice) TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.