

**Job Class: Ombudsman**

**Job ID**: 48035

**Who May Apply:** Open to all qualified job seekers

**Date Posted:** 08/12/2021

**Closing Date:** 09/01/2021

**Hiring Agency/Seniority Unit:** Minnesota Ombudsman for Mental Health and  
 Developmental Disabilities

**Work Shift/Work Hours:** Day Shift

**Days of Work:** Monday - Friday

**Travel Required**: Yes, up to 25%

**Salary Range:** $119,997 annual

**Classified Status:** Unclassified

**Connect 700 Program Eligible:** No

# **Job Summary**

The Office of Ombudsman for Mental Health and Developmental Disabilities protects the rights of people with mental health needs and developmental disabilities through individual and systemic advocacy. This office plays a key role in advancing systems change to ensure that its clients have membership in their communities and access to services that support them living full lives. This highly visible and independent position leads a team of statewide advocates dedicated to improving the quality of life and quality of services for people.

The Office of Ombudsman for Mental Health and Developmental Disabilities is charged under Minnesota Statutes sections 245.91 – 245.97 with promoting the highest attainable standards of treatment, competence, efficiency, and justice for people receiving services for mental health needs, developmental disabilities, chemical dependency, and emotional disturbance. The Office also promotes the well-being of Minnesotans with mental and cognitive disabilities by ensuring that systems and services operate with dignity and respect, do no harm, and recognize and protect the civil and human rights of these vulnerable Minnesotans. This position is responsible for directing and administering the statewide program of the Office of Ombudsman for Mental Health and Developmental Disabilities. The Office provides direct client advocacy to persons receiving services for treatment of mental health needs, developmental disabilities, and chemical dependency. This position must promote the highest attainable standards of quality of life and justice for clients. This position provides oversight and direction to regional and central office staff team that promotes systems level changes to better serve clients.

The Office of the Ombudsman has a major impact on state agencies and interagency initiatives. The Office of the Ombudsman has enforcement authority over key state agencies, including the Department of Human Services (DHS), which operates the state’s Forensic Mental Health Program (FMHP), the state’s Anoka Metro Regional Treatment Center (AMRTC), and the Minnesota Sex Offender Program (MSOP); the Department of Health (MDH); the Department of Education (MDE); as well as 87 County Social Service Agencies, and the state’s educational system (e.g., 545 Local School Districts, 18,000 plus facilities, programs and schools, and University of Minnesota Clinical Drug Trails).

This position will have political interactions and relationships with community leaders, legislators and staff, non-profit agencies, community and client advocates, and other entities interested in quality services for mental health, developmental disabilities, emotional disturbance, and chemical dependency.

**Minimum Qualifications:**

To be considered for this managerial position, your resume must show evidence of **ALL** the requirements described below.

**Experience**

You must have at least five (5) years of professional experience in providing advocacy services to clients with at least one of the following issues: mental health issues, developmental disabilities, chemical dependency, and emotional disturbance. A minimum of two (2) years of that experience must be at the supervisory or managerial level. An advanced degree in a human services field, social work, business, finance, organizational development, a J.D., or a related field may substitute for two (2) years of professional level experience. A Bachelor's degree in human services field, social work, business, finance, organizational development, or a related field may substitute for one (1) year of professional level experience OR combination of education and experience.

Providing advocacy services includes but is not limited to (1) identifying and investigating violations of clients' rights; (2) representing clients at social service appeals hearings or review boards; (3) monitoring the actions taken to correct violations of clients' rights; or (4) providing services focused on the considerations listed in M.S. 245.94

Your experience should demonstrate extensive knowledge in at least one or more of the following: mental health needs, developmental disabilities, chemical dependency, or emotional disturbance. Additionally, your experience should demonstrate knowledge of state and county social service operations (across all counties and varied systems) sufficient to oversee government operations, shape policy, administer programs, and provide expert consultation (e.g., to statewide leaders and policymakers).

Your experience should also demonstrate the following skills and knowledge:

* Organizational management, including budgetary preparation, financial management, data practices and data collection, auditing, and other required statewide administrative procedures.
* Experience working with diverse populations and must be able to build consensus among multiple constituencies with diverse needs and interests.
* Excellent human relations and communications skills sufficient to build and maintain relationships with a wide variety of stakeholders, including government officials, Council members, external stakeholders, and a variety of local and national forums
* Conflict resolution, negotiation, and mediation skills
* Experience in Policy analysis and systemic advocacy
* Ability to interpret and understand laws and policy, and comfort working in a highly regulated environment.
* Strong ability to lead investigative work
* Ability to lead large-scale work, build coalitions, and make recommendations for systems change based on advocacy and fact-based management
* Ability to assess programs and recommend program improvements and monitor implementation and effectiveness
* Excellent problem solving and conflict resolution skills sufficient to think beyond tried-and-true solutions and usual remedies and to provide the leadership necessary to foster an environment that promotes continuous improvement
* Ability to supervise staff across 8 separate regional offices and ensure that staff have appropriate training, including in investigative and conflict resolution skills
* Organizational skills and ability to manage multiple and changing priorities within required timelines.
* Skills in using Microsoft Office products including Word, PowerPoint, and Excel.

## Preferred Qualifications:

* Knowledge of the legislative process and ability to formulate and advance legislative proposals, testify to legislative committees, and respond to requests from legislators.
* Extensive knowledge of Minnesota state government structure and operation.
* Experience working a variety of federal, state agencies and with the State Legislature
* Experience with media relations
* Extensive knowledge of federal and state laws, rules, regulations, policies, programs, stakeholder groups, statewide services/systems, and local/state/national issues impacting mental health needs, developmental disabilities, chemical dependency, and emotional disturbance programs.
* An advanced degree, including juris doctorate, is desired
* Knowledge of and ability to interpret federal and state data privacy laws
* Understanding of the roles, responsibilities, and authorities for the Office and staff
* Knowledge of and ability to advocate for person-centered practices and service delivery

**Additional Requirements**

All finalists must successfully pass a comprehensive background check and conflict of interest check prior to appointment. Incumbent must maintain valid driver's license, & insurance, OR have other reliable transportation. This position requires successful completion of the following:

* Resumes of all applicants to this posting will be evaluated against the Minimum Qualifications stated above. If your skills match the required skills for this position, the department may contact you. Employee reference checks will be conducted on all finalists. This may include a review of documentation related to job performance. It includes contact with the applicant's current and/or former employers.
* When the position requires travel and the applicant drives a state owned or leased vehicle, a driver's license record check will be conducted.
* Must be legally authorized to work in country of employment without sponsorship for employment visa status (e.g., H1B status).

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## How to Apply

Click “Apply” at the bottom of this page. If you have questions about applying for jobs, please contact the job information line at 651.259.3637.

For additional information about the application process, go to <http://www.mn.gov/careers>.

**Contact**

If you have questions about the position, contact Jodie Segelstrom at [jodie.segelstrom@state.mn.us](mailto:jodie.segelstrom@state.mn.us)

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*We will make reasonable accommodations to all qualified applicants with disabilities. If you are an individual with a disability who needs assistance or cannot access the online job application system, please contact the job information line at 651.259.3637 or email careers@state.mn.us. Please indicate what assistance you need.*