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## AGING & COMMUNITY SERVICES – OMBUDSMAN

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<u>JOB CLASS</u>	<u>PAY GRADE</u>	<u>SALARY RANGE</u>	<u>FLSA STATUS</u>
256	9-11	\$16.73 - \$24.29 Hourly	Non-Exempt

### GENERAL DESCRIPTION

Provides moderately complex (journey-level) assistance to the Golden Crescent Long-Term Care Ombudsman program within the Aging and Community Services department. Work involves serving as a liaison between nursing and assisted living facilities, their residents and families assisting them in resolving conflicts. Responsible for volunteer ombudsman recruitment throughout the service area. Work under moderate supervision, with minimal latitude for the use of initiative and independent judgment. Reports to the Ombudsman Coordinator.

### EXAMPLES OF WORK PERFORMED

- Visits nursing and assisted living facilities in the region serving as a liaison between the facility, the residents, and their families to facilitate the best possible quality of life for the resident.
- Receives and processes complaints through independent investigations.
- Responds to requests for information and provides consultations to facility staff, residents, and the public.
- Maintains records in accordance with applicable rules, regulations, policies, and procedures including protecting the identity, confidentiality, and privacy of clients and/or their representatives.
- Records all program activities utilizing statewide database.
- Participates in long-term care regulatory fair hearings and surveys in nursing and assisted living facilities in the region.
- Assists with volunteer ombudsman recruitment.
- Conducts market research to determine target audiences and creates marketing campaigns.
- Designs traditional media ads for TV, radio, social media, and email blasts in accordance with organization's communication standards.
- Presents to target audiences, e.g. retired teachers associations, Lions Clubs, service organizations, etc.

- Communicates with the public in person, by telephone, by email or regular correspondence, by fax, or over the internet.
- Attends educational seminars concerning the elderly and maintains close contact with other involved regional, state, and national agencies.
- Travel requirement 90%.

**GENERAL QUALIFICATIONS**

**EDUCATION AND EXPERIENCE**

- Bachelor’s degree in social services or related field; or high school graduate, plus two years of aging experience preferred or any equivalent combination of experience and training that provides required knowledge skills and abilities.
- Bilingual preferred. English/Spanish.

**KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of office practices and administrative procedures.
- Skill in the use of standard office equipment and software.
- Excellent collaboration and teamwork skills.
- Effective writing, speaking, presenting and active listening skills.
- Ability to drive to service area to market.
- Ability to respond to public inquiries in a timely manner; to implement administrative procedures; to interpret rules, regulations, policies, and procedures; and to communicate effectively.

**CERTIFICATES AND LICENSES REQUIRED**

- Driver’s License or alternative means of transportation.
- Obtain Ombudsman Certification from the State Long-term care Ombudsman program within 3 months of employment.
- Pass a criminal history check.

*This job description is not intended to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required. Duties, responsibilities, and activities may change at any time with or without notice.*

**By signing below, I acknowledge that I have read this job description, and to the best of my knowledge, meet the required knowledge and skills for this position.**

\_\_\_\_\_ **Name**

\_\_\_\_\_ **Date**