

Job Description

Position Title: Assistant Regional Long-Term Care Ombudsman

FLSA: Non-exempt

Range: 16

FTE: 0.50

(\$22.55 - \$31.08 per hour on a 14-step scale, candidates typically start at the first step)

Reports to: Regional Long-Term Care Ombudsman Program Coordinator

Supervisory Responsibilities: None

SUMMARY:

Provides outreach to residents of/in long term care facilities. Receives, investigates, and monitors complaints and concerns relating to actions which adversely affect the health, welfare and rights of residents in long term care facilities, and assists in quickly resolving them at the lowest possible level. Acts as an information service for consumers. Establishes communication channels with long-term care providers and organizations, professional groups and advocate groups within the service area. Identifies long term care patterns and issues.

ESSENTIAL FUNCTIONS:

- Receives, investigates, and resolves complaints and concerns about long term care facilities raised by residents, family members, friends, and facility staff.
- Conducts regular visits to assigned long term care facilities.
- Acts as a mediator in disputes between residents and other parties as the representative of the resident's point of view.
- Assists Regional Long Term Care Ombudsman in recruiting, training, and supervising volunteers to help carry out complaint fact-finding and resolution activities.
- Assists in developing resident and family councils.
- Maintains the confidentiality of complaints and residents per federal and state statutes.
- Assists to maintain accurate and up-to-date records in database and files, including the "Ombudsmanager" case management system to assure complaints are resolved in a timely manner.
- Maintains and regularly updates spreadsheet of unassigned long-term care homes, providing resident visits as needed.
- Active recruitment and follow-up of potential volunteers including placement of flyers on community boards, posting on social media sites, and reference checks and orientation thereof.
- Other duties as assigned.

Knowledge, Skills, and Abilities:

- Knowledge of the needs and problems of long-term care residents and their families; the state and local long-term care systems; social service and public benefit programs related to the residents; medical and social process of aging.
- Ability to identify problems, develop solutions, and provide a high level of customer service in a fast-paced environment.
- Ability to work effectively as a team member with a wide range of diverse staff, clients, and providers and to establish and maintain effective working relationships.
- Ability to communicate verbally in the English language in face-to-face one-on-one settings, in group settings, by personal computer, or using a telephone.
- Ability to produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- Computer and software skills; ability to operate general office equipment; work at a desk using phone and computer for up to eight hours a day.
- Ability to travel to and from long term care facilities, meetings, and community events which might not be ADA accessible.
- Strong organizational and problem-solving skills.

Minimum Qualifications:

- Two (2) years college related courses in a relevant field, and at least two years recent social service or advocacy experience, or any combination of work experience and education which demonstrates the ability to consistently perform the duties of the position.
- Current certification as a Long-Term Care Ombudsman or ability to train for certification immediately.
- Possession of a valid driver's license and minimum state-required vehicle insurance and have use of reliable transportation.
- Must be a resident of SWAAD's service area or have a waiver for neighboring area.
- Must be free of conflict of interest as defined in WAC 365-18 which interfere or have the appearance of interfering with the responsibilities of the position. Must not have been an employee in any capacity with a long-term care facility for one year prior to appointment. Must have no pecuniary interest in the provision of long-term care services.

Working Conditions and Physical Effort:

- While performing assessments in varied residential environments or attending meetings, the employee travels by automobile and is exposed to changing weather conditions.
- A portion of the work is performed in a typical interior/office work environment.
- While performing the duties of this position, the employee is regularly required to talk, hear, stand, walk, sit, use hand to finger, handle or feel objects, tools, or controls, and reach with hands or arms. The employee occasionally lifts or moves up to 35 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

April 4, 2012

The statements contained herein reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.