

Job Description: NURSING HOME OMBUDSMAN

CLASS NO. 609

EEOC CATEGORY: Professional

PAY GROUP: 6/7

FLSA: Exempt

SUMMARY OF POSITION

Performs complex mediation work administering the Nursing Home Ombudsman program. Works involves serving as a liaison between nursing homes, their residents and families assisting them in resolving conflicts. Works also involves coordinating the Volunteer Ombudsman and Friendly Visitors programs. Works under general supervision with considerable latitude for the use of initiative and independent judgment.

ORGANIZATIONAL RELATIONSHIPS

1. **Reports to:** Area Agency on Aging Director.
2. **Directs:** This is a non-supervisory position; however, provides direction to Volunteer Ombudsmen and friendly visitors.
3. **Other:** Has regular contact with elderly residents of nursing homes and their families, organizations of the elderly, representatives of state agencies, private contractors, and the general public.

EXAMPLES OF WORK

Essential Duties*

Assists with recruiting and assigns Volunteer Ombudsmen members to long-term care facilities in the region and provides technical assistance to the volunteers;

Assists with developing and supervises the Volunteer Ombudsmen and Friendly Visitors Programs;

Visits nursing homes in the region serving as a liaison between the nursing home and the residents and their families to facilitate the best possible quality of life for the residents;

Assists with coordinating training required for the Volunteer Ombudsmen members with the State Ombudsman;

Maintains Volunteer Ombudsmen time sheets, placement assignments, and related reports;

Assists with developing bi-annual in-service education training schedule for Volunteer Ombudsmen members, and planning and conducting programs for the meetings;

Maintains a resource file and directory for all licensed long-term care facilities in the region and establishes working relationships with the administrators of these facilities;

Monitors the schedule of and participates in Texas Department of Aging and Disability Services open hearings, surveys, and exit interviews in long-term care facilities in the region and coordinates the participation of Volunteer Ombudsmen members;

Monitors, evaluates, and provides technical assistance to area aging programs, including fiscal and operational activities;

* for the purpose of compliance with the Americans with Disabilities Act (ADA)

Provides assistance with program development;

Prepares statistical reports as required and assists with preparation of other reports;

Assists the Area Agency on Aging Director in providing staff support to advisory committee on aging;

Receives and processes complaints and requests for information;

Provides complex information on the local ombudsmen program to the Area Agency on Aging Director and other appropriate agencies and organizations in monthly and quarterly reports and as requested;

Provides complex information and education regarding the long-term care system and the rights and concerns of residents and potential residents to long-term care facilities, resident's families, community groups, and the general public;

Promotes the Nursing Home Ombudsman program through presentations and community outreach;

Assists in the evaluation of long-term care facilities and their staff;

Maintains records in accordance with applicable rules, regulations, policies, and procedures, including protecting the identity, confidentiality, and privacy of clients and/or their representatives;

Coordinates long-term care activities with adult protective services and other appropriate agencies; and

Attends educational seminars concerning the elderly and maintains close contact with other involved agencies, such as the Texas Department of Aging and Disability Services and the Department of Protective and Regulatory Services.

Other Important Duties*

Performs such other related duties as may be assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: local, state and federal laws and regulations relevant to program area; the process of aging and aging programs; nutrition services; aging grants and grant preparation; and planning techniques.

Skill/Ability to: interpret and communicate to others rules, regulations, and guidelines prepared by state and federal agencies relating to aging programs; establish and maintain effective working relationships with elderly citizens, citizen groups, ombudsman volunteers, and the general public; assess and evaluate projects; work independently; and demonstrate proficiency in both oral and written communication.

ACCEPTABLE EXPERIENCE AND TRAINING

Master's degree in public administration, gerontology, sociology, social work, or a related field.

or bachelor's degree in public administration, gerontology, sociology, social work, or a related field, plus at least one year of experience in aging programs;

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or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

CERTIFICATES AND LICENSES REQUIRED

Certification as an Ombudsman by the Texas Department of Aging and Disability Services; and

Appropriate Texas driver's license or available alternate means of transportation.