

**LONG TERM CARE OMBUDSMAN PROGRAM 10A
POSITION DESCRIPTION**

Effective: 10/1/2010
Revised:
Status: Volunteer

JOB TITLE: OMBUDSMAN ASSOCIATE II

SUPERVISOR: Ombudsman Supervisor

PRIMARY FUNCTION(S):

Provides outreach to consumers and sponsors; observes in facilities, homes and service sites; performs intake for all complaints; provides information to the public about the ombudsman program and consumer rights; handles uncomplicated complaints; assists with handling complex complaints while under supervision by a Ombudsman Specialist or Program Director.

RESPONSIBILITIES:

- I. Conducts case intake, investigate and work to verify and resolve uncomplicated complaints made by or on behalf of residents in nursing homes, assisted living facilities, adult care facilities, and consumers of in-home services.
- II. Conducts advocacy visits in all assigned facilities as assigned by Supervisor.
- III. Maintains accurate records in accordance with applicable Federal, State and local laws, and Ohio Department of Aging (ODA) and local LTCOP policies and procedures.
 - A. Responsible for completing monthly reports by the fifth of the month and computer data entry of quarterly report data by the tenth of the month following the end of each quarter; or as otherwise assigned.
- IV. Provides information and technical assistance to service providers and consumers.
- V. Keeps abreast of relevant training and the development and implementation of relevant Federal, State and local laws, regulations, and policies.
- VI. Participates in the development and implementation of facility and community education/awareness events.
- VII. Participates in the planning and implementation of the annual Ombudsman Plan.
- VIII. Completes at least six (6) hours of continuing education training annually according to ODA and LTCOP policies.

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- IX. Participates in regular performance-based evaluations according to LTCO policies.
- X. Performs other tasks as assigned by supervisor.

POSITION QUALIFICATIONS: Successful completion and maintenance of required ODA training and testing required. Experience in aging, long term care or related field preferred.

PHYSICAL/MENTAL POSITION QUALIFICATIONS: This position requires its occupant to have the following abilities to successfully perform the essential functions of the job:

1. Ability to effectively communicate with the elderly population and general public, both in person and by phone,
2. Ability to comprehend written material related to essential job functions,
3. Ability to accurately document facts related to essential job functions,
4. Ability to operate a computer well enough to perform essential job functions,
5. Ability to comprehend, recall, and apply facts related to essential job functions,
6. Ability to analyze, evaluate, and implement a reasonable course of action based on available information,
7. Ability to detect specific odors related to the assessment of a client's health/hygiene and the safety of the client's environment,
8. Ability to legally drive a car or make other transportation arrangements, and
9. Ability to ambulate enough to access private homes/locations which may not be readily accessible.

I have read and understand the requirements of my job description

Signature

Date