



Areawide Aging Agency

Ombudsman Job Description

Job Title: Ombudsman Supervisor I
Department: Ombudsman
Reports to: Chief Executive Officer
FLSA Status: Non - Exempt
Approval: Blair Schoeb, CEO
DATE: TBD

PURPOSE OF POSITION: Under the general direction of the Areawide CEO and program supervision/direction of the Office of the State Long-Term Care Ombudsman, this position provides leadership in development, coordination, and implementation of the Long-Term Care Ombudsman Program. Receives, investigates, and resolves complaints made by on behalf of residents of long-term care facilities. This position also helps develop and manage the Ombudsman Volunteer Program.

Essential Duties and Responsibilities: Include, but are not limited to the following:

- Recruits, screens, trains, and supervises ombudsman volunteers, who serve residents of nursing homes and residential care facilities, using guidelines provided by the Office of the State Long-Term Care Ombudsman staff.
- Publicizes the services of the Ombudsman Program and issues affecting older residents of long-term care facilities through media releases, public speaking, and other means.
- Provides information to the public, long-term care facility residents, and facility staff about elder abuse prevention.
- Coordinates with and receives direction from the Office of the State Long-Term Care Ombudsman staff in complaint investigation and resolution, identification of priority issues, and certification of new ombudsman volunteers.
- Investigates complaints related to the quality of care and quality of life of long-term care residents.
- Maintains confidentiality of information and files pertaining to complaints and complainants according to program policy.
- Keeps AAA CEO and the Office of the State Long-Term Care Ombudsman staff informed of the current situation and needs at the local level, recommends plans for meeting needs, and advises of resources required for their implementation.
- Is available to residents of long-term care facilities in the planning and service area (PSA), visiting each facility regularly and working cooperatively with administrators and staff on behalf of residents.
- Serves in a consulting role to community organizations and agencies on issues and needs affecting older long-term care facility residents, techniques of working with these older people, and the solution of special problems.
- Collects, compiles, and reports various data to the Office of the State Long-Term Care Ombudsman.



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Qualifications: High school diploma or General Educational Development (GED) and two years of responsible, full-time paid employment in social, health, aging services, or related occupation that involves meeting the public or any equivalent full-time study in an accredited college or university may be substituted for the required work experience.

Credentials: This position requires the successful completion of a certification process provided by the Office of the State Long-Term Care Ombudsman. Failure to successfully complete the requirements of the certification process, or the loss of previously earned certification, will result in disciplinary action including but not limited to termination of employment at Areawide Aging Agency.

Knowledge, Abilities, and Skills: Interpersonal and communication (including telephone and technology) skills. Knowledge of the needs of older individuals and the aging network in the planning and service area is strongly preferred. This includes the knowledge of services available for older Oklahomans and the issues affecting institutionalized elders as well as the residents/client rights. This position will need the skills to communicate and have interpersonal relationships, perform observations, detailed and effective organization skills as well as effectively presenting information in a clear and concise manner. Must have the ability or experience as an advocate on behalf of others. Experience in volunteer or staff management and training is a plus.

In the performance of their respective tasks and duties, all team members are expected to meet the following requirements:

- Work independently performing quality work within deadlines while understanding the necessity for communicating and coordinating work efforts with other team members, service providers, end-users, and clients.
- Have computer skills, maintain the technical proficiency necessary to complete their duties and have excellent written and verbal communications abilities with attention to detail.
- Establish and maintain effective professional working relationships with team members, management, clients, and general public.
- Ability to effectively present information and respond to questions from individuals or groups, clients, customers, and the general public. Contributes to the positive reputation of the organization, always exhibiting professional behavior in the presence of clients, visitors, and representatives of other agencies.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, mathematical or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to multi-task and identify potential conflicts or needs and provide resolutions timely.
- Must be detail orientated, respect deadlines and provide timely feedback or responses.
- Maintain strict confidentiality as directed, be honest, trustworthy, dependable, and flexible.



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Work Environment: Reasonable accommodation may be made to enable individuals with special needs to perform the essential functions. The employee may occasionally lift and or move up to 10 pounds. The employee is expected to maintain regular attendance at work and is consistently on time.

Special Requirements: This position will need the ability and willingness to perform job-related travel which will require the ability to travel locally to long term care sites and other business-related sites as well as occasional out of the area travel and overnight travel as required. Valid Oklahoma Class "D" Operator's License required, possession of an operating vehicle, and proof of auto insurance. In addition, this position is required to maintain administrative and client confidentiality and be free from conflict of interest as well as meet other Ombudsman Program screening standards which also includes successfully completing training by Office of the State Long-Term Care Ombudsman staff.

Benefits and Compensation: AAA offers a comprehensive benefits package. The position will be considered a non-exempt position and the pay will be based on the employee's qualifications and experience. The minimum starting wage range is \$17.79 an hour.

Areawide Aging Agency is an Equal Opportunity Employer.

To apply, submit a cover letter and resume to: info@areawideagingagency.org.

The omission of specific statements or duties listed above does not exclude them from the position if the work is similar, related, or a logical assignment to the position. This job description does not constitute an employment agreement between Areawide Aging Agency and the employee and is subject to change by Areawide Aging Agency as the needs and requirements of the job change.

Acknowledgement

I have reviewed the content of this job description and have been provided with a copy of the description. I certify that I can perform the essential functions of this position as outlined in the description, with or without reasonable accommodation.

Describe any accommodations required to perform these functions: _____

Team Member (print name)

Signature

Date

Witness (print name)

Signature
