



SERVE OHIO



AmeriCorps Member Position Description
AmeriCorps Ombudsman Specialist

General Statement of Duties: In support of the mission of the Office of the State Long-Term Care Ombudsman, the AmeriCorps Ombudsman Specialist will provide services to long-term care consumers and support program efforts to increase volunteer engagement.

Service Location: Statewide

Direct Supervisor: Regional Ombudsman Program Director

Service Dates: 10/1/2018-9/30/2019

Service Position Type/ Required Minimum Service Hours: Full Time/ 1700 Hours

General Service Schedule: Monday-Friday, 8AM-5PM

Duties Include:

- Engage with long-term care consumers to ensure they understand and have access to the Long-Term Care Ombudsman Program, educate them about their rights, respond to questions, and help in resolving complaints during quarterly visits to long-term care facilities and as needed visits to other settings where consumers receive services.
- Investigate and work to verify and resolve complaints made by or on behalf of long-term care consumers.
- Counsel long-term care consumers on benefits, rights and regulations and provide education on the selection of long-term care providers.
- Work with resident and family councils in nursing and assisted living facilities to assist in promoting quality care.
- Assisting the Ombudsman Program Director and/or Volunteer Coordinator in increasing the engagement of Ombudsman Associate volunteers, including but not limited to:
 - Recruiting, retention and recognition activities
 - Leveraging current volunteers during National Days of Service events to more broadly serve the community

*Items in *Italics* should be changed to best represent your organization and AmeriCorps program.

- Participate in Ombudsman Professional Development, a 100+ hour, multi day, certification training hosted by the Office of the State Long-Term Care Ombudsman primarily in Columbus, Ohio.
- Participate in ongoing training in service area, in Columbus, and other locations as required.
- Provide outreach to consumers about the long-term care ombudsman program through presentations to community groups and in written formats or online activity as needed by the Ombudsman Program Director.
- Be responsible for the timely and accurate entry of service activity in accordance with applicable Federal, State and local laws, and Ohio Department of Aging and local program policies and procedures.
- Engage in all activities under the direction of the Ombudsman Program Director.
- Comply with all AmeriCorps program guidelines by maintaining service hours, training hours, and service projects as outlined in the AmeriCorps Service Agreement.
- Interact in a positive, professional and cooperative manner with consumers, and staff; refer appropriate questions or concerns to the Ombudsman Program Director and/or AmeriCorps Program Director.
- Attend all required training courses and staff meetings and participate in AmeriCorps service projects.
- Understand and promote the Mission of the Office of the State Long-Term Care Ombudsman and promote the Office's guiding principle of "Expect Excellence".

Minimum Qualifications:

- Bachelor's degree or commensurate experience
- At least 18 years of age
- Ability to pass criminal background check and drug screen
- Ability to travel to community and consumer locations within assigned service area (Butler, Clermont, Clinton, Hamilton and Warren counties)
- Ability to travel outside of service area including but not limited to Columbus, Ohio
- Reliable transportation
- Ability to work independently and as a member of a statewide team
- Working knowledge of Microsoft office software and data entry programs

Preferred Qualifications:

- Ability to effectively communicate and build rapport with the elderly population, both in person, by phone and via email

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- Experience and comfort with speaking in front of a group
- Cultural awareness and sensitivity
- Perform duties with respectful communication and behavior

Member/Program Benefits

- Living Stipend up to \$13,732
- Education Award up to \$5,920
- Mileage and other travel reimbursement
- Paid health insurance
- Eligibility dependent access to childcare subsidy
- Substantial training and certification as a representative of the Office of the State Long-Term Care Ombudsman
- Opportunities to learn from and network with aging service experts
- Opportunities to connect with AmeriCorps members regionally and statewide
- Eligibility dependent loan forbearance while serving

I have received a copy of this position description and I understand the expectations of this position.

Member Name (Print)	Member Signature	Date
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AmeriCorps Staff (Print)	AmeriCorps Staff Signature	Date
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