



JOB DESCRIPTION

Status: Exempt
Job Family: Professional

JOB TITLE: Long-Term Care Ombudsman

Summary:

Provide skilled, professional services to improve the accepted quality of care for individuals receiving long-term care services within the service area of Butler, Clermont, Clinton, Hamilton, and Warren Counties.

Responsibilities

General - This job description is intended to clarify responsibilities for the Long-Term Care Ombudsman ("Ombudsman") position and to communicate expectations and criteria for performance. This job description is not intended to be an exhaustive list of all duties such that the Ombudsman will perform other tasks as assigned by the Managing Ombudsman. Additionally, the Ombudsman will perform all duties within Agency policies, guidelines and applicable codes of conduct. It is the expectation of the Agency that the Ombudsman fulfill all job responsibilities as delineated herein and as assigned by the Managing Ombudsman and consistent with the priorities established in this job description.

Priority Responsibility 1 – Investigate and resolve complaints by telephone, in person, & by mail, including travel to long-term care facilities

Tasks:

- a. Protect rights of residents using long-term care.
- b. Educate consumers about the ombudsman program.
- c. Empower consumers to act as their own advocates.
- d. Time manage to meet deadlines and needs of complaints.
- e. Provide pamphlets and written materials to residents and consumers.
- f. Meet with consumers, families, and with personnel of long-term care providers.
- g. Support ombudsman volunteers to serve within the scope of their certification.

Standards of Performance:

1. Communicate effectively with consumers, in person, in writing, and by telephone.
2. Maintain caseload as determined by Managing Ombudsman.
3. Consistently utilize ombudsman case handling protocol.
4. Accurately apply local, state, and federal regulations.
5. Comprehend and apply written material related to essential job functions.
6. Compose professional correspondence.
7. Utilize effective transportation to travel within the five-county area and to Columbus.
8. Successfully complete the State LTC Ombudsman training and certification.
9. Demonstrate proficient knowledge of agency resources and objectives.
10. Successfully complete 18 hours of approved continuing education, annually.
11. Demonstrate ability to work with diverse population.
12. Demonstrate problem-resolution between consumers and providers.
13. Assist in ongoing training, supervision, evaluation & support of assigned volunteers.
14. Demonstrate ability to determine consumer's decision-making capacity

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Priority Responsibility 2 – Document and report activities

Tasks:

- a. Ability to accurately/ efficiently document complaint and advocacy activities.
- b. Proficiency in word processing and database software programs for complaint and advocacy activities.
- c. Ability to learn and apply learning to updates in software programs and related reporting procedures.

Standards of Performance:

1. Complete documentation of ombudsman and administrative activity in a timely manner.
2. Research cases and materials using printed, internet, and software resources.

Priority Responsibility 3 - Provide training/education to professionals and consumers

Task:

- a. Provide presentations to community, consumers, and professionals.
- b. Develop and provide resource information, including printed materials, for distribution to professionals and the public.
- c. Perform advocacy visits to nursing homes, and other long-term care settings.

Standards of Performance:

1. Provide in-service training to resident and staff groups on Resident Rights and Abuse.
2. Develop other in-service presentation topics, appropriate to consumer training needs.
3. Attend care conference at facilities, consistent with complaint action plan.
4. Visit each assigned facility a minimum of once per quarter.

Priority Responsibility 4 – Collaborate with Ombudsman and other staff

Tasks:

- a. Participate in Ombudsman team meetings.
- b. Participate in Pro Seniors full staff meetings.
- c. Provide outreach and technical assistance to Volunteer Ombudsman.

Priority Responsibility 5 – Develop and maintain knowledge of long-term care issues

Tasks:

- a. Read materials from the State Ombudsman office and related sources.
- b. Attend Statewide Ombudsman Continuing Education.

Standard of Performance:

1. Read materials routed from Managing Ombudsman and peers.
2. Earn 18 hours of approved continuing education annually required for Ombudsman Specialist certification. Earn at least 8 hours at a SLTCO sponsored event.

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Position Qualifications

Registered nurse, Bachelor's degree in nursing, social work, science, social services, health-related field or other relevant field required. Commensurate long-term care or health care experience/ education may substitute for the degree requirement. Successful completion of ODA training and testing required within 24 months. Demonstrated broad knowledge of and sensitivity to older persons and the roles of organizations that serve and protect these consumers preferred. Demonstrated skills in investigating, documentation, problem resolution preferred. Excellent written and verbal communication skills essential.

Mental/Physical Position Qualifications

1. Ability to effectively communicate with the elderly population and general public, both in person and by telephone.
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 a client's environment.
8. Ability to legally drive a car or make other transportation arrangements.
9. Ability to ambulate enough to access private homes/locations which may not be readily accessible.

Employee Signature

Date

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