



LONG TERM CARE OMBUDSMAN

Department: Human Services
Job Class #: 376900
Pay Range: Professional 04

FLSA: Non-Exempt
Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION:

This is professional and technical work in the Human Services Department, Aging and Disability Resources. An employee in this classification is responsible for program administration, volunteer coordination, complaint resolution, and community involvement.

ESSENTIAL FUNCTIONS:

- Provide oversight of Pierce County’s Long Term Care Ombudsman Program.
- Establish program goals and objectives, and policies and procedures.
- Provide direction to program staff, volunteers and referents.
- Operate under the delegated authority and responsibilities assigned by the federal Older American Act and the State Long Term Care Ombudsman statutes.
- Recruit, supervise and evaluate volunteers to help carry out the mission of the program.
- Coordinate and provide training to volunteers and new staff. Ensure trainees receive the initial 30 hours training required to be a Certified Volunteer Long Term Care Ombudsman.
- Receive complaints, research and coordinate fact finding activities and assist in the resolution of complaints affecting the health, welfare and/or rights of persons residing in long term care facilities.
- Provide community education that informs, educates, trains and solicits information about long term care issues.
- Review agreements and contracts between facilities and residents to ensure compliance with the resident rights law.
- Serve as a third party, mediating disputes and encouraging reconciliation over services or issues when necessary.
- Refer for investigation, and monitor complaints which fall under another agency’s jurisdictions.
- Document complaints and cases according to state and federal statutes.
- Maintain a regional reporting system to collect data related to complaints and conditions in long term care facilities.
- Prepare statistical and narrative reports.
- Evaluate program effectiveness and formulate plans for improvement.
- Maintain confidentiality.
- Serve as an active participant on state LTC boards and committees.
- Effectively persuade, inform, educate, train, solicit information, motivate and direct a wide variety of individuals or groups.
- Establish and maintain effective working relationships with County officials, employees and the general public.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.

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OTHER JOB FUNCTIONS:

- Provide staff support to the Regional Long Term Care Advisory Council.
- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED:

Work is performed under general supervision with the employee expected to plan and complete work independently after objectives, priorities and deadlines have been defined. Work is reviewed in progress and upon completion by the supervisor for thoroughness, timeliness and compliance with regulations, policies and procedures. The Long Term Care Ombudsman exercises supervisory authority in terms of selection, training, and performance evaluation of volunteers and temporary staff. This position reports to the Social Service Administrative Manager.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Long Term Care Ombudsman typically works in an office environment on a daily basis. Incumbents may be required to work at a desk or other work station for prolonged periods; constant attention to detail is required. Ability to concentrate with frequent interruptions and general office noise is required. Incumbents will be required to travel to various work locations.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties is required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Considerable knowledge of the principles, practices and methods of volunteer program management and supervision.
- Principles and practices of program operations, including development, planning, coordination, monitoring, evaluation and problem solving.
- Residential community based organization programs and agencies serving older and disabled adults.
- Federal and state laws, rules, regulations, policies, and procedures pertaining to long term care.
- Principles and practices of volunteer recruitment and management
- Basic personnel management and supervisory practices
- Resources within the community

Skill in:

- Use of independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures and in effective problem-solving.

Ability to:

- Plan, organize, and supervise various program activities.
- Ability to plan, supervise and evaluate the work of citizen volunteers.
- Interpret complex rules and regulations.
- Work independently or with minimal supervision.
- Develop and maintain cooperative professional relationships with service providers, residents, family and the general public.

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- Conduct complaint investigations and prepare detailed, accurate records on findings.
- Develop and conduct certification programs, workshops, and seminars.
- Work with programs and agencies providing services to individuals from various social and economic backgrounds.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position.
- Physically perform the essential job functions of the classification.

MINIMUM REQUIREMENTS TO APPLY:

A Bachelor's degree in health, nursing, psychology, sociology, social work, or closely related field and three years of social service experience with at least two years of experience in work relating to the duties of the position. A minimum of one year of recruiting, training and supervising volunteers required. Must be free of conflicts of interest which interfere or have the appearance of interfering with the Long Term Care Ombudsperson's responsibilities. In particular, must not have been an employee in any capacity with a long term care facility for one year prior to appointment. Applicant and applicant's immediate family must have no pecuniary interest in the provision of long term care services.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS

Successful completion of a Washington State Patrol background investigation is required prior to employment. A valid Washington State driver's license and reliable transportation is required. Must have the ability to travel throughout Pierce County.