

Area Agency on Aging Regional Ombudsman

JOB TITLE: Regional Ombudsman
Full Time – 40 hours per week – F/T benefits offered.
\$20/hour

DEPARTMENT: Area Agency on Aging

GENERAL JOB DESCRIPTION

Regional Ombudsman Programs:

- A. A Regional Ombudsman Program is a separately identifiable, distinct entity from the Local Ombudsman Entity to provide Ombudsman services in the designated service area of the LOE.
- B. Regional Ombudsman Programs are an extension of the Office of the Long-Term Care Ombudsman, and are required to follow federal and state requirements pertaining to the Ombudsman Program and LTCOP P&Ps.
- C. Regional Ombudsman Programs are managed by a Regional Ombudsman who has completed Ombudsman certification training and is designated by the State Ombudsman as the Regional Ombudsman.

The Regional Ombudsman is responsible for the day-to-day operations of the Regional Long-Term Care Program.

MAJOR DUTIES AND RESPONSIBILITIES

The Regional Ombudsman shall:

- Ensure the ombudsman in the Regional Ombudsman Program identify, investigate and work to resolve complaints made by or on behalf of residents.
- Ensure the ombudsman in the Regional Ombudsman Program provides information and assistance to residents, facility staff, the general public, legislators, community organizations, and other agencies regarding long term care issues.
- Participate in the hiring process of a Long-Term Care Ombudsman with the LOE by screening and interviewing applicants to ensure all criteria are met and by submitting the applicants resume, results for a background check, conflict of interest form and job description to the Office.
- Partner with Aging and disability networks and other stakeholders for the benefit of the residents.
- Provide supervision and technical assistance to ombudsmen
- Consult with and obtain approval of the Office prior to advocating for broad policy, regulatory, administrative, and legislative issues that effects residents and the LTCOP, Colorado Long-Term Care Ombudsman Program Policies and Procedures.
- Inform the Office of any ombudsman's involvement or participation in outside groups or factions in which the ombudsman represents the LTCOP. Such groups or factions include but are not limited to:
 - i. Advisory groups
 - ii. Committees
 - iii. Appointed positions, or

- iv. Boards (e.g., nursing home innovation grants board).

QUALIFICATIONS

Any combination of experience and training that would likely provide the required knowledge and abilities. (All Employees must pass a Pre-Employment drug test). Must be at least 21 years of age. **Applicant must not have worked at a Long-Term care facility in the last 12 months.**

Experience: 2-3 years of full-time work or equivalent part-time experience and knowledge of working with the Senior Population, the disabled, social work, case management, CNA, RN, Gerontology or other equivalent job experiences.

Training: **Required:** Ombudsman Certification. Completion of a secondary school curriculum resulting in a high school diploma.

Preferred: Associates degree, and or 4-year degree preferred.

NOTE: Maintain all certifications and always be in good standing with the state of Colorado and the AAA during employment.

License:

A Valid Driver's License

Other: Knowledge of:

- Objectively evaluate complaints and problem solve
- Organizational skills
- Good telephone skills
- Complete reports and send in on time.

Ability to:

- Understand reporting forms
- Communicate with clients and with other providers professionally
- Lift 5 to 50 pounds
- Make decisions
- Comfort and assist
- Supervise and coordinate volunteers
- Keep accurate records
- Detail-oriented
- Be a good listener
- Work without supervision