

Area Agency on Aging Ombudsman Northeast Colorado Association of Local Governments (NECALG)

JOB TITLE: Ombudsman (part time)

DEPARTMENT: Area Agency on Aging

GENERAL JOB DESCRIPTION

The Ombudsman advocates on behalf of individuals and groups of residents, provides information to residents and their families about the long-term care system, and works to affect system changes on a local, state and national level. They provide an on-going presence in long term care facilities, monitoring care and conditions and providing a voice for those who are unable to speak for themselves. Ombudsman promote and advocate for resident's rights, culture change and excellence in care, ensure a home like environment for all residents. provide protection of nursing home and assisted living residents with information about resident's rights, resolve complaints, etc. through the Ombudsman program.

MAJOR DUTIES AND RESPONSIBILITIES

- Advocate for Elders 60 years of age and older in LTC facilities
- Visit all Long-Term Care facilities in service area at least once per month
- Participate in state surveys
- Participate in and advocate for resident council and family meetings on a routine basis
- Respond to all Ombudsmen related complaints within 24 hours
- Interact with all clients or prospective clients in a professional and courteous manner
- Have a working understanding of applicable Federal and State regulations
- Help to educate residents, family, staff and community groups about facilities, Residents Rights and the Ombudsman Program
- Interact with other professionals in a respectful and courteous manner
- Attend community meetings and trainings as required
- Enter all Ombudsman activity into Ombudsman Manager within 15 days of activity
- Send in III-B reports weekly
- Send in all other reports, time sheets, expense sheets, schedules, in a timely manner
- Test and become certified, with continuing education to remain certified

QUALIFICATIONS

Education: High School Diploma or equivalency

Experience: One or more years of full-time work or equivalent volunteer or part-time experience in the aging field

License:

Valid Driver's License

Certification:

Must be able to complete training and testing for Ombudsman certification

Other:

Knowledge of:

- The Ombudsman Program

- Understanding the needs of older adults

- Programs and services available in the area

- Organizational skills

- Driving skills

- Good telephone skills

- Scheduled time due for reports and sent in on time

Ability to:

- Objectively evaluate complaints and problem solve

- Comfort and assist

- Make decisions

- Be a good listener

- Communicate with clients and with other providers professionally

- Keep accurate records

- Detail-oriented

- Understand reporting forms

- Work without supervision

- Lift 5 to 20 pounds