# EASTERN IDAHO COMMUNITY ACTION PARTNERSHIP JOB DESCRIPTION

**Position Title: Long-Term Care Ombudsman Department: Area Agency on Aging (AAA) Supervisor: Area Agency on Aging Manager Position Status: Exempt, Regular Full Time Starting Wage: Grade IX**

**Last Reviewed: August 2015**

**POSITION SUMMARY**

The Long-Term Care Ombudsman will receive, investigate, and work toward resolving complaints on behalf of residents in long term care facilities (residential and assisted living centers and skilled nursing facilities). The Long-Term Care Ombudsman will also routinely visit every facility and care center in the nine-county area to meet with residents to explain their rights, to let them know they have an independent advocate, and to check on quality of care. The residents will be told that the service is both free and confidential. The Long-Term Care Ombudsman will also supervise the Volunteer Ombudsman program: VOICE (Volunteer Ombudsman Improving the Care of our Elders).

# ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Receive, investigate, mediate, and resolve complaints regarding long term care on behalf of persons residing in long term care facilities or for persons living in the community on the Home and Community Based Services (HCBS) waiver.
2. Visit routinely all long-term care facilities in the service area.
3. Advocate for good quality of care through public presentations, consultations, attending and supporting resident/family councils and facility staff training.
4. Document complaints, consultations, training, and presentations using the approved Ombudsman data entry system.
5. Assist in supervising the Volunteer Coordinator, as it relates to the Volunteer Ombudsman program, to ensure that the volunteer program follows appropriate guidelines, is tracked through appropriate documentation, is developed throughout the service area, and is sustained.
6. Assist State Long Term Care Ombudsman in identifying and recommending changes in public policy, regulations and/or laws to improve the quality of life for long term care residents.
7. Manage the program in accordance with the ICOA Program Manual.
8. Schedule and conduct public presentations regarding benefits and entitlements regarding long term care.
9. Complete Idaho’s Ombudsman Certification Course.
10. Teamwork is to effective service provision. Conduct oneself in a professional and cooperative manner with clients, co-workers, and other agencies/organizations.
11. As an employee of EICAP you will assume the responsibility of understanding your role in accomplishing the strategic goals and performance measures of the Agency.
12. As a supervisor you will assume the responsibility of assuring that all employees and volunteers working under your direct supervision understand their role in accomplishing the strategic goals and performance measures of the Agency.
13. Perform other related duties as may be assigned from time to time.

# QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

# EDUCATION and/or EXPERIENCE:

A Bachelor’s degree or equivalent and a minimum of one year’s employment experience in social work, nursing, public health, geriatrics, administration, community organization or another related field.

# CONDITION OF EMPLOYMENT:

Employee must successfully complete a criminal background check. Employee must have reliable transportation to be used during working hours and ability to travel throughout the nine-county service area.

# LANGUAGE SKILLS:

Read, analyze, and interpret documents and information such as general business periodicals, professional journals, technical procedures, operations manuals, governmental regulations, and policy and procedure manuals. Write original reports, business correspondence, and procedure manuals. Effectively present information and respond to questions in one-on-one situations and from groups of managers, clients, and the general public. Communicate effectively in English; ability to speak Spanish is an asset.

# MATHEMATICAL SKILLS:

Apply basic concepts of algebra and geometry. Calculate and apply figures and amounts such as fractions, percentages, and proportions to practical situations.

# REASONING ABILITY:

Apply reasonable understanding to carry out instructions furnished in written, oral, or diagram form. Deal with problems and situations involving several concrete variables in standardized situations and develop and implement solutions. Prioritize work time, sequence, and research

information to complete work assignments. Interpret different kinds of work situations and make decisions as to next step or draw conclusions. Multi-task projects and duties.

# COMPUTER AND EQUIPMENT SKILLS

Proficiency in the use of computer and all common office machines required. Ability to work with Microsoft Windows and Office or databases specific to EICAP, the AAA, and the Internet. Adequate typing skills are necessary for this position.

# OTHER SKILLS and ABILITIES:

Knowledge of long-term care issues and resources.

# CERTIFICATES, LICENSES, and REGISTRATIONS:

Must have a valid Idaho driver’s license, a good driving record, and proof of current automobile insurance. Employee will complete the Idaho Ombudsman Certification training.

# PHYSICAL DEMANDS and WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* While performing the duties of this job, the employee is regularly required to sit and talk or hear.
* The employee frequently is required to use hands to handle objects, tools, or controls.
* The employee is occasionally required to stand, walk, and reach with hands and arms; and to stoop, kneel, or climb.
* The employee must occasionally lift and/or move up to 20 pounds.
* Specific vision abilities required by this job include close vision and the ability to adjust focus.
* The noise level in the work environment is usually moderate.
* The employee is regularly required to travel during winter driving conditions.

*My signature below indicates that I have read this job description and understand the requirements of the position and am able to perform the essential functions of the job as outlined.*

# Employee’s Signature Date