



Long Term Care Ombudsman Job Description

Status:

Full-time

Job Overview:

Performs professional and administrative work in providing ombudsman activities in nursing and assisted living facilities, adult day care, private/public residences to persons receiving home health care services; does related work as required. Investigates complaints and concerns for residents in long term care facilities

Supervision:

Performs work under the direct supervision of the Senior Long-term Care Ombudsman. Exercises no work supervision over subordinate staff but may supervise volunteers.

Duties/Responsibilities:

- Investigates complaints, mediates conflicts, and facilitates resolutions in nursing and assisted living facilities for residents age 18 and over, and in private/public residences for persons over the age of 60 receiving home health care or adult day care services according to established federal and state directives.
- Works with facility staff to correct issues and problems; conducts in-service training for facility staff.
- Assesses residents' physical and mental health, reviews and interprets medical record documentation charts and medical terminology, reviews medications and administration for compliance; and plans of care.
- Counsels and assists persons with long term care service needs, questions, and information needs; provides consumer education information verbally and in written form to persons seeking long term care, nursing and assisted living facility information.
- Designs and conducts public presentations and training on long term care topics; attends and conducts meetings and training sessions.
- Documents complaints and cases per instructions from the State Ombudsman; maintains the computerized LTCO case management system to assure complaints are resolved in a timely manner. Utilize computer system to generate monthly and annual summary reports as required by the State. Maintains confidentiality as required by law.
- Maintains up-to-date working knowledge of state and federal LTCO laws, rules and regulations
- Participates in advocacy efforts to support and address the diverse needs of the communities we serve.
- Supports opportunities for community volunteers to engage with relevant aspects of their

department or program, with support from Volunteer Services Staff.

Knowledge, Skills, and Abilities:

- Knowledge of the theories, principles and techniques of mediation and conflict resolution; ability to advocate in a professional and diplomatic way; knowledge of the aging process and the physical, psycho-social needs of older adults.
- Knowledge of medical terminology and medications; ability to assess functional status, review medical terminology and medication usage. Ability to assess the accuracy of client assessments and determine level of care; ability to prepare and maintain records and reports.
- Ability to maintain a computerized database; ability to communicate ideas effectively, verbally and in writing. Ability to prioritize and organize work assignments effectively; ability to read, interpret and apply work related laws, ordinances, policies and other regulations and guidelines applicable to area of assignment.
- Ability to establish effective working relationships with family members, residents, human service professionals, medical professionals, nursing and assisted living facility administrators, and the general public.

Education and Experience:

Any combination of education and experience equivalent to graduation from an accredited college or university with major course work in nursing or related field or human services. Prefer 2 years' experience in a nursing home or other long-term care facility.

Special Requirements:

Must successfully complete Ombudsman certification within six months of hire date. Must be able to fulfill all traveling requirements of this position. Must be free of conflict of interests that interfere or have the appearance of interfering with the Long-Term Care Ombudsman's responsibilities. A criminal background check through law enforcement agencies will be conducted on all successful applicants prior to their being appointed to this position.

Physical Requirements:

- Prolonged hours at computer for documentation. Must be able to ambulate through facilities.
- Prolonged periods of sitting behind a vehicle for travel time within our planning district.

The Span Center is a trauma-informed, person-centered agency dedicated to fostering a safe and supportive environment for both our employees and the communities we serve.

The Span Center prohibits discrimination on the basis of race, color, religion, national origin, sex, pregnancy, childbirth or related medical conditions, age, marital status, disability, sexual orientation, gender identity, genetics, political affiliation, or military status in the recruitment, selection, and hiring of its workforce.

Acknowledgement:

Last updated: 11/13/2024

I have read my job description and understand the principal accountabilities of the position. I certify that I have the ability to perform the essential functions of this position either with or without reasonable accommodation. Also, I understand that it is my responsibility to inform my direct manager/supervisor if I am no longer capable of performing the stated duties and that I need to request accommodations under the ADA.

Employee Signature

Date

Supervisor/Manager/Director Signature

Date