

# 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
- Know and understand regulations state and federal
- 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

*Training:* Completion of a secondary school curriculum resulting in a high school diploma

***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