



LONG-TERM CARE (LTC) OMBUDSMAN

DEFINITION: Under direction of the HHS Director or designee, provides first-line supervision of the Long-Term Care Ombudsman program, including managing volunteer coordination across multiple HHS programs.

ESSENTIAL JOB DUTIES:

Organizes, supervises, and directs the ESAAA Long-Term Care Ombudsman program, including educating residents about their rights; responding to reports of abuse/neglect in LTC facilities, responding to facility/program complaints, and conducting non-complaint related visits, consistent with regulatory standards; participates in State-required training to become certified and maintain certification as a Long-Term Care Ombudsman; recruits volunteers to assist in the provision of Ombudsman services; facilitates the establishment of both Resident Councils and Family Councils at LTC facilities, providing support as needed; provides advocacy for residents, including participation in statewide advocacy efforts; recruits, supervises, directs and provides on-going support to volunteers who provide services to aging adults in the community and in long-term care facilities and who may provide volunteer services in other HHS programs as needed; provides supervision and direction to LTC Ombudsman volunteers as well as assigned staff; conducts regular presentations to community groups (i.e. , civic clubs, churches, etc.) for purposes of educating about services, recruiting volunteers, requesting financial and other types of support for such services, and providing feedback about results of any donated support; organizes and implements volunteer appreciation events and other community events related to designated program services; in coordination with other HHS divisions. May perform other duties as assigned.

EMPLOYMENT STANDARDS

Education/Experience: One year of full-time social work case management experience in a public, private, or community-based service agency; OR Three years of full time paraprofessional or technical case management experience in a public, private, or community-based service agency.

Knowledge of: The functions of the Long-Term Care Ombudsman program, as well as an understanding of the aging process and community-based resources for LTC residents and families.

Ability to: Speak and write English using appropriate grammar and paragraph structure, and produce oral and written reports/presentations concisely and clearly. Plan, assign, monitor, and supervise the work of others. Apply interpersonal skills effectively. Establish and maintain cooperative working relationships with community groups, co-workers and the general public. Work effectively with other work units in the agency. Train and develop staff including consumers. Operate automated office equipment and systems used by the department. Identify problems and develop solutions; analyze a situation accurately and adopt an effective course of

action; use available sources of information effectively in determining program goals and activities. Consistent attendance is an essential function of the position.

SPECIAL REQUIREMENTS: Must possess a valid California Driver's License and obtain certification as a LTC Ombudsman within 6 months.