

JOB DESCRIPTION

TITLE: LONG-TERM CARE OMBUDSMAN PROGRAM COORDINATOR/MANAGER

HOURS/STATUS: Full Time / Exempt Position

PROGRAM DESCRIPTION

Ombudsman Services of Humboldt Del Norte Counties offers advocacy and assistance to seniors and dependent adults who are residents in long-term care facilities within the two-county area. Services are provided by paid staff and volunteers certified by the State Long-Term Care Ombudsman.

GENERAL DESCRIPTION

The Program Coordinator is responsible for the overall management and development of the LTCOP program and the supervision of, program staff, and volunteers. Through implementation of program specific policies and procedures, the Program Coordinator directs, supervises, and coordinates the overall operation of advocacy services in accordance with the Older American's Act, program direction by the Office of the State Long-Term Care Ombudsman (OSLTCO) and A1AA's policies and procedures. This position requires a full understanding and active participation in fulfilling the mission of the organization.

Under the direction and supervision of the Executive Director the Long-Term Care Ombudsman Program (LTCOP) Coordinator/Manager is responsible for the day-to-day management of the Long-Term Care Ombudsman Program (LTCOP). This includes:

1. Developing and managing program budget in consultation with the A1AA Executive Director, Director of Finance, and Planner
2. Working with the A1AA Planner to complete Ombudsman-specific Measures and Targets for the AAA Area Plan and Annual Plan Updates
3. Overseeing the recruitment, training, supervision, and recognition of volunteer Ombudsman representatives
4. Identifying LTC resident concerns, complaint investigation and management in the local service area
5. Ensuring that required confidentiality standards for internal and external communications and program case records are met.
6. Overseeing protocol for 24-hour local CRISISline call intake and response. The LTCOP Coordinator/Manager may monitor CRISISline call traffic and activities before and after regular business hours, ensuring that designated certified staff or volunteers on duty have sufficient supervision, guidance and support, and that crisis complaints are handled in an appropriate and timely way.
7. Ensuring accurate and timely record keeping and data collection reporting to A1AA and OSLTCO.

SPECIFIC DUTIES

- Function as primary contact between the local LTCOP and the Office of the State Long-Term Care Ombudsman (OSLTCO).

- Ensure local LTCOP compliance with Ombudsman federal and state regulations, laws and mandates.
- Meet with A1AA Executive Director, Fiscal Officer and Planner as needed throughout the fiscal year to identify funding priorities, plan and review funding expenditures, review status of program resources, determine short, medium, and long-term program objectives and identify progress toward goals.
- Provide continuous guidance and supervision to Ombudsman staff and volunteers in the identification, investigation, and resolution of complaints made by, or on behalf of, LTC residents.
- Participate in both formal and informal volunteer recognition and appreciation activities throughout the year.
- Maintain working knowledge of regulations regarding the operation of both Skilled Nursing Facilities (CA Department of Health Services Licensing and Certification) and Residential Care Facilities for the Elderly, (CA Department of Social Services Community Care Licensing).
- Function as the local LTCOP liaison to federal, State, and local governmental agencies, licensing agencies, law enforcement, Adult Protective Services, Office of the Public Guardian, the Bureau of Medi-Cal Fraud and Elder Abuse, and others.
- Coordinate complaint investigations with licensing agencies as appropriate. Cross-report instances of abuse, neglect, and poor facility practices to appropriate agencies as mandated by law.
- Work cooperatively as a member of A1AA management team and participate in monthly staff meetings.
- Work effectively with citizens groups and organizations. Represent LTC resident and program interests by networking and serving on local task forces, work groups, or collaborative efforts meant to extend program resources.
- Attend local and statewide workshops, conferences and meetings related to resident's rights, financial or physical abuse prevention and other key long-term care issues. Attend all required training or other meetings organized by the State Ombudsman for local program coordinators.
- Conduct public outreach and education activities to promote awareness and understanding of the role of the LTCOP, LTC resident's rights, and other long-term care issues.
- As time allows, provide in-service training to facility staff about resident rights, elder abuse prevention and other topics relevant to quality care for residents.
- As time allows, provide supervision and/or mentorship to student interns and other certified volunteers working to gain experience within the professional discipline of Elder Care/Aging Services or related service areas.

- Other duties as assigned.

QUALIFICATIONS

1. Bachelor's Degree in relevant social or health services field, or three years full-time experience in supervising others and providing direct services to the elderly or disabled.
2. Demonstrated knowledge of the LTC Ombudsman mission and role in the community.
3. Knowledge of the residential long-term care system and local community service delivery resources for the elderly.
4. Completion of training and certification required by the OSLTCO.
5. Ability to work cooperatively as a member of the A1AA management team as well as autonomously in field setting.
6. Ability to collaborate effectively with citizens groups and organizations and serve on community committees to represent LTC resident and program issues and interests.
7. Excellent verbal and oral communication skills (ability to compose, edit, and proofread documents in standard English with good command of spelling and grammar).
8. Ability to produce clear and thorough written documentation, maintain organized case files, funding, and resource records.
9. Ability to delegate workload to staff and volunteers.
10. Must have a current California driver's license, automobile liability insurance, and reliable transportation.

DEMONSTRATED SKILLS REQUIRED

Planning and organization; consistent good judgment; analyze and solve problems; coordinate multiple assignments; maintain accurate records; self-directed while adhering to Agency policies and guidelines; understanding and appreciation of people of all backgrounds; respect for the self-determination and dignity of older adults. High competency with computers, including proficiency in Microsoft for Windows, Google Applications, Internet use, and ability to learn and use Ombudsman Program reporting systems.

DISQUALIFICATIONS (AS PER CALIFORNIA DEPT. OF AGING POLICY)

1. *May not have been employed by any long-term care facility within twelve months prior to date of appointment.*

2. *May not, nor may any immediate family member or household member have or have had within twelve months prior to date of appointment, any financial interest in a long-term care facility, nor derived any economic gain from a care facility.*

PHYSICAL REQUIREMENTS

The physical requirements are representative of those that are needed for an employee to successfully perform the essential functions of this job. The agency may provide reasonable accommodations to enable individuals with disabilities to perform the essential functions.

Essential Physical Requirements:

- Ability to work on multiple tasks
- Pleasant and clearly understandable phone voice
- Ability to sit at a desk for up to one hour at a time
- Ability to lift and/or move up to 20 lbs.
- Ability to operate computer, fax, phone, copier, and other equipment in the office necessary to conduct daily business of the program
- Ability to move around Agency, visit facilities, and interact with the community in public or virtual settings
- Ability to file and shelve documents and materials
- Ability to make presentations to groups.

In the event of a community or agency disaster, job duties and responsibilities may change as directed by the Executive Director or other authorized agency representative. These duties would be related to assisting our client population, senior service providers, the agency, or other community organizations, in disaster and recovery operations, following the agency disaster plan.