

## **LONG TERM CARE OMBUDSMAN**

### **GENERAL STATEMENT OF DUTIES**

Performs highly responsible and independent professional work in advocating for and protecting the rights of residents of long-term care facilities under the direction of the Older Americans Act.

### **DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class is the advocate for residents in Long Term Care facilities (Family Group Homes, Adult Care Homes, Nursing Homes) in seeking to insure that the rights of the residents are protected and honored and that the needs of the resident are met in a satisfactory manner. Work requires extensive tact, sensitivity and good decision-making. Work also requires working with and training locally based community groups of volunteers who are also advocates for residents' rights. This position has extensive contact with local government, state government, local non-profits, and for-profit corporations. Work is performed under the general supervision of the Area Agency on Aging Administrator and is subject to the monitoring and guidance of the State Ombudsman for long-term care.

### **TYPICAL TASKS**

- \* Answering questions and giving guidance about the long term care system.
- \* Provides community education (general community, providers) on topics such as residents' rights, care planning, activities, regulatory changes, new laws, advance directives, etc..
- \* Investigating and assessing matters to help families, residents, residents families, and other engage parties resolve concerns and problems (including: personal care, finances, medication, nutrition, preferences, requests, etc.).
- \* Working with regulatory agencies (as appropriate) and referring (as indicated/needed) individuals to such agencies when the resolution of issues is not possible through the Ombudsman Program alone.
- \* Advocacy for long term care issues of concern to policy makers.
- \* Collaborative efforts with a variety of community partners in endeavors of mutual interest and concern.
- \* Investigates and mediates complaints lodged against long-term care facilities.
- \* Ongoing participation in continuing education efforts in order to prepare and understand areas of impact in/on the performance of the duties of the Ombudsman Program.
- \* Data entry and record keeping as needed/required.
- \* Coordinating the efforts of the Community Advisory Committees as specified (including educational efforts, and visits to the various facilities on a regular basis).
- \* Performs related work as required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of mediation practices.

Considerable knowledge of the enabling legislation for the ombudsman program.

Considerable knowledge of elder rights issues.

Considerable knowledge of long-term care facilities.

Ability to advocate for residents' rights.

Ability to listen and assess impartially.

Ability to make good and informed decisions.

Ability to establish and maintain effective working relationships and to work as a team player.

Ability to teach and train.

### **DESIRABLE EDUCATION AND TRAINING**

Any combination of education and training equivalent to graduation from a four-year college or university with a degree in social work, gerontology or related field and considerable experience working in the long-term care industry.

### **PHYSICAL REQUIREMENTS**

Work in this class is generally sedentary. Work does require the ability to talk to program participants, see printed materials and a computer screen, and the physical dexterity to operate a motor vehicle and office equipment. Work is required outside of the office so the ability to travel is a requirement of the job.

### **SPECIAL REQUIREMENTS**

Possession of a valid North Carolina driver's license and a satisfactory driving record.

Certification by the State of North Carolina as a long-term care ombudsman.

### **FLSA STATUS**

Non-exempt