

LONG TERM CARE COMMUNITY OMBUDSMAN

All applicants please email resumes to: admin@icare.ws

JOB DESCRIPTION

POSITION TITLE: Community Ombudsman

REPORTS TO: Regional Ombudsman

SUPERVISES: Volunteer Advocates

SALARY: \$46,000

FUNCTION:

Under the direction of the Regional Ombudsman, the Community Ombudsman assists in the completion of the activities of the Regional Long Term Care Ombudsman Program for Planning and Service Area 07. The services to be provided are investigative services, regular presence in Long Term Care (LTC) facilities, public information, community education and issue advocacy. These services are provided in accordance with the Illinois Department on Aging Standards, Policy and Procedures Manual for the Long-Term Care Ombudsman Program (LTCOP).

DUTIES and RESPONSIBILITIES

1. Processes complaints on behalf of LTC residents, maintains a workable resolutions system with volunteer advocates and for the ICARE central office; provides technical assistance to volunteer advocates; document and track inquiries; perform other duties as assigned.
2. Ensure all assigned facilities are visited as required; monitor and track volunteer visits and visit facilities as needed.
3. Contact volunteer advocates and provide direction regarding complaints received in the office.
4. Document complaints identified in facilities. This includes responsibility for tracking all complaints from initial contact through closure by working with volunteer advocates and the Regional Ombudsman.
5. Assist volunteer advocates with difficult or complex complaints or inquiries.

6. Monitor assigned facilities to ensure ombudsman presence at resident councils if invited by the council. Help the council with resident issues and/or complaints.
7. Monitor all complaints, files, and cases to assure records are complete and accurate for documentation in Peer Place database.
8. Ensure all LTCOP documentation requirements are met for of each case file.
9. Ensure maintenance of confidentiality.
10. Provide reports on complaints upon request.
11. Assure documentation of complaints and subsequent need for frequent visitation, based on complaints.
12. Other related duties as assigned.
13. Must complete required Agency documents and reports, including time-keeping forms, work plans, and requests for reimbursement.
14. Must comply with Agency's Affirmative Action Policy.

Other responsibilities may include:

- Assist with planning, organizing and staffing volunteer training events.
- Public outreach and advocacy concerning the program and residents' rights.
- Provide information to other agencies concerning Long Term Care facilities.
- Assist with special projects initiated by the program including activities related to grants, special long-term care workgroup activities, or other future projects.
- Complete other related duties as assigned.

Qualifications:

- Must be at least 18 years of age.
- Must agree to and pass a criminal background check.
- Must have no un-remedied conflict of interest such as having full or partial ownership of a long-term care facility.
- Must possess, at a minimum, a bachelor's degree.
- Must have experience in advocacy, aging, social services, health care, or a related field.
- Must demonstrate potential for meeting training and certification requirements.
- Must demonstrate good problem-solving skills.
- Must possess excellent verbal and written communication skills.
- Must have own vehicle.