Long Term Care Ombudsman

Job Code	Job Title	Pay Grade
4312F1	Long Term Care Ombudsman	26

CONCEPT:
This is specialized investigative and advisory work as an advocate for individuals in long-term care. Work involves investigating complaints, participating in the resolution of complaints, improving services provided in long-term care facilities, and providing consultation and assistance to individuals and community ombudsman committees. Work also includes conducting special studies of policies, conditions, or other areas of concern to and affecting residents of long-term care facilities and participating in the preparation of annual reports. Work further includes assessing area needs, program planning and goal setting.

TASKS

- Determines and defines problems with local committees or long-term care facilities.
- Investigates complaints made to or against local committees or long-term care facilities.
- Visits nursing homes to investigate complainants; discusses problems with complainants, residents, families and facility administrators and staff.
- Conducts studies of common problems, conditions and policies which affect the quality of services provided to residents of long-term care facilities; collects and analyzes data to determine the needs of resident of long-term care facilities; confers with administrators of facilities, state agencies and other members of the community to effect resolution of problems or conditions.

LEVELS OF WORK

- Class Group consists of one class.

Minimum Requirements: One year of experience in social/human services. Education may be substituted for experience as determined relevant by the agency.

REF: 12/13
REV: 6/24