



Otero County Department of Human Services
is accepting applications for a
Regional Ombudsman

- The position will provide long-term care advocacy and problem solving for nursing homes, personal care boarding home residents, and their families.
- Requires an AA degree in related field and basic computer skills in Windows and Office.
- Legal Preparation experience preferred.
- Two years of appropriate work experience desired.
- Hiring salary range \$25.58 per hour.
- Open until the position is filled.
- Application and position description are available at the **Colorado Workforce Center**, www.connectingcolorado.com, 719-383-3191.
- Turn applications into **Colorado Workforce Center**.
- Not all applicants will be contacted.
- Equal Opportunity Employer.

**OTERO COUNTY DEPARTMENT OF HUMAN SERVICES
LEAD OMBUDSMAN**

Department Head Approval

Donna Bohde

Date

7.27.20

Commissioner Approval

Jim Zaldi

John P. Haddock

Kevin Goodwin

Date

7/27/20

GENERAL STATEMENT OF DUTIES:

Performs long-term care advocacy and problem solving for nursing home, assisted living and personal care boarding home residents and their families. Provides education and guidance regarding long term care aspects. Research programs funded by county and other community sources to ensure a coordinated delivery system to eligible participants. Responsibilities including protecting civil and human rights; solving problems; investigating and mediating complaints; providing long term care information and referral; counseling and providing resident, staff and community education. Responsible to collaborate with community entities to determine gaps in services and identify resources to fill those needs. Employee proceeds independently to complete assignments, coordinate matters as need to resolve problems and/or to make referrals. Policy recommendations are referred to supervisor.

DUTIES:

- Visits residents and staff of nursing homes a minimum of once per month.
- Visits residents and staff of assisted living facilities and personal care boarding homes a minimum of once per quarter.
- Receives complaints on behalf of residents or their families. Conducts thorough investigations regarding the allegations in order to resolve such complaints. Develops, approves and follows up with corrective action plans.
- Participates in the development and support of family and resident councils.
- Develops and presents in-service meetings, classes and programs on a variety of subjects pertaining to residents' rights and other issues.
- Assists residents and/or their families in problem-solving techniques.
- Maintains confidential case records and prepares required reports for local, state and federal uses under strict deadlines.
- Compiles and disseminates information on long term care, elder abuse and available resources.
- Attends and actively participates on task forces, committee meetings and agency coordination meetings as assigned.
- Compiles and submits pre-survey information and actively participates in state surveys as required by the Colorado Department of Public Health and Environment.
- Recruits, supervises and provides training to LTC Ombudsman staff and volunteers as necessary.
- Ability to keep abreast of new policies and regulations affecting ombudsman services and long term care facilities.

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- Successful completion of the Ombudsman Training Program.

MINIMUM QUALIFICATIONS:

- AA Degree in related field and
- Preferred two years of experience in a directly related field or in the performance of similar duties and responsibilities. Knowledge and experience in program planning, implementation and evaluation to include six (6) months full time public contact in human services or a related field. Documented experience with low-income individuals, elderly individuals and community organizations. Substitution for public contact may be successful completion of a certificate program in gerontology and/or at least six college level credit hours in a human behavioral science or health care field; i.e., social work, psychology, criminal justice or related human services discipline.

SPECIAL REQUIREMENTS:

Valid Colorado State Driver's license and insurance
Reliable transportation

RESPONSIBILITY:

Close supervision exists during the training for this position with more independence expected upon completion of training. Instructions and procedures are well defined. During the developmental stage, work procedures and processes required of the position are explained clearly.

PERSONAL WORK RELATIONSHIPS:

Position requires extensive contact with facility administration, residents and their families and/or crisis situations. Extensive contact with community entities and the public in general is required. To implement services requires substantial contact with both professional and para-professionals in the community, including medical professionals, law enforcement, banks, etc. Actions are intended to promote resolution of conflict and ensure on-going stability. Often requires assertiveness and persuasion skills.

ESSENTIAL FUNCTIONS OF THE JOB:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position requires fieldwork contact with clients and residents in long term care facilities. The worker may be exposed to verbal abuse, possible contagion and threats of physical abuse. This job requires travel throughout southeast Colorado. Must have corrected vision and hearing. Must have dexterous use of both hands and be able to lift/push/pull up to 40 pounds.

POLICY REQUIREMENTS:

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Formal application, rating of education and experience; written exam; oral interview and reference check. Employment is contingent upon the applicant passing a pre-employment medical physical and mandatory drug test. Verification of driving record, criminal history and or workers' compensation history or medical inquiries will be not be made until after a conditional job offer has been given to the applicant.

AFFIDAVIT:

I certify that I understand the description of this job, the Essential Functions and Policy Requirements as stated above. Furthermore, I certify that I am able to perform the duties and responsibilities as outlined above.

Signature _____

Date _____

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.