

AGING SERVICES OMBUDSMAN

DESCRIPTION: Under limited supervision, advocate for the rights of residents of long term care facilities and work to improve their care and quality of life through an emphasis on empowerment, problem solving and conflict resolution. The Nebraska Long Term Ombudsman Program provides the following services: education, information and referral, consultation, and individual/system advocacy.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all of the duties that may be assigned.)

Receive complaints/concerns relative to the care of a long term care resident, conduct an inquiry/investigation relative to the complaint, and facilitate an attempt to resolve the complaint to the satisfaction of the resident.

Maintain complaint inquiry/investigation documentation and complete various required Ombudsman.

Provide consultation to long term care facility staff relative to protecting the rights of residents and improving their care and quality of life.

Providing information to long term care residents and empowering these individuals to resolve concerns and complaints on their own behalf.

Recruits, trains, and provides technical assistance for volunteer advocates in the Long Term Care Ombudsman Program.

Develop and provide information and educational sessions for residents, families, facility staff and others on issues related to aging, long tem care, and resident's rights.

FULL PERFORMANCE KNOWLEDGE, ABILITIES, AND SKILLS REQUIRED:
(these may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: relevant state and federal laws, policies and standards pertaining to residential care facilities for the elderly, the legal and human rights of the elderly, the physical and emotional needs of senior citizens, health care standards, and interviewing techniques.

Ability to: to exercise professional judgment in analyzing all matters, maintaining objectivity while functioning as an advocate, to effectively interact with facility administrators and health care staff, interpret federal and state laws, communicate effectively with all persons, including those individuals who have difficulty or are communication challenged, work independently, coordinate effectively with other relevant agencies and organizations, be tactful and diplomatic in stressful situations, develop and present educational in-services.

ENTRY KNOWLEDGE, ABILITIES, AND SKILLS REQUIRED

Knowledge of: state and federal laws pertaining to the elderly, regulations pertaining to adult neglect and abuse, interviewing techniques, health care standards.

Ability to: collect, interpret, and analyze facts, communicate and listen effectively, maintain confidentiality, interpret and explain federal/state regulations, develop and maintain effective and positive working relationships, work independently, persuade others to a course of action.

JOB PREPARATION GUIDELINES: (Entry knowledge, abilities, and/or skills may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

Any combination of education, training, and/or work experience that will enable the incumbent to perform the required examples of work using the required knowledge, skills, and abilities. General guidelines can include post high school coursework in behavioral or social sciences and independent work experience in social/human services.

An applicant must not been employed by or affiliated with a long-term care facility within the previous 12 months.