



JOB DESCRIPTION

POSITION: *Ombudsman Program Regional Coordinator*

QUALIFICATIONS:

- Successful completion of the 40-hour State Certified Long Term Care Ombudsman Training.
- Minimum of one year experience as a field Ombudsman.
- Demonstrated ability to make presentations to small groups.
- Demonstrated ability to follow complaints to conclusion.
- Demonstrated ability to document activities thoroughly in a concise manner.
- Objectivity and impartiality in documenting, discussing and reporting cases.
- Demonstrated organizational and time-management skills.
- Sensitivity to the human situation as related to the aging process and tactfulness in public contact.
- Available for some evening and weekend work.
- Valid California driver's license, proof of current vehicle insurance, reliable transportation and or the ability to transport oneself to needed appointments in the community.
- Proof of negative TB status.
- Proof of eligibility to work in the United States.
- Submit to and successfully complete a LiveScan fingerprinting background check.

Note: Ombudsmen are by law, prohibited from employment in a long-term care facility or from having any financial interest in a long term care facility during the time they are acting in an Ombudsman capacity.

PURPOSE OF WORK: To provide a local support system for field Ombudsmen to augment advocacy skills. To enhance effective field supervision by dividing the county into four geographic regions.

REPORTING TO: Long Term Care Ombudsman Coordinators.

RESPONSIBLE FOR: Regional responsibility for the implementation and training of the Long-Term Ombudsman volunteers in the assigned region.

JOB FUNCTIONS (including but not limited to):

- Develop and implement a plan for on-going training, supervision & support of Long-Term Care Ombudsman Volunteers in the assigned region.
 - Plan and conduct regional meetings at least 6 times annually.
 - Review, evaluate and present issues affecting older adults, long-term care residents, pending legislation & changes in regulations.
- Plan, schedule and conduct annual field visits with each volunteer within the region.
- Collect, review, and provide consultation on Volunteer Ombudsman paperwork.
- Submit volunteer paperwork (green complaint forms, focus visits, facility and community logs, and request for reimbursement forms) to the Ombudsman Co-Coordinator at the next staff meeting.

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Council on Aging

Southern California

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- Other duties as assigned by supervisor.

WORKING CONDITIONS

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

While performing the duties of this job the employee will be required to sit for periods of time. Standing, walking and bending are required movements. The employee will occasionally need to lift approximately 10 lbs.

Applicants should forward their resume to glyons@coasc.org for consideration

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