



Council on Aging

Southern California

Helping Seniors Remain Healthy, Connected & Protected



JOB DESCRIPTION

POSITION TITLE: *Field Long Term Care Ombudsman (Resident Advocate)*

HOURS: 15 to 20 Hours per week, flexible schedule

FSLA Category: Non-Exempt

PURPOSE: To investigate and resolve complaints made by or on behalf of residents living in nursing and residential care homes. To provide advocacy and mediation to ensure that resident rights and quality of life are maintained or improved.

REPORTING TO: Long Term Care Ombudsman Regional Coordinator, Supervisor and Director.

RESPONSIBLE FOR: Residents living in nursing and residential care homes.

RESPONSIBILITIES & JOB FUNCTIONS (including but not limited to):

- Receives and responds to inquiries and complaints made by or on behalf of residents in nursing and board & care homes.
- Develop professional relationships with nursing and board & care personnel through regular visits to each facility within an assigned area.
- Attend monthly staff meetings and participate in ongoing training.
- Maintains records of documentation and submits required records in a timely manner.
- Other duties as assigned by supervisor.

QUALIFICATIONS:

- Certified as a State Long-Term Care Ombudsman or the ability to successfully complete the 40-hour State Certified Long Term Care Ombudsman training.
- Six months experience in social services or institutional setting (volunteer, staff or internship).
- Ability to work effectively with people in various situations.
- Objectivity and impartiality in documenting, discussing, and reporting incidence.
- Ability and willingness to follow complaints to conclusion.
- Sensitivity to the human situation as related to the aging process and tactfulness in public contact.
- Available for occasional weekend and evening work.
- Ability and willingness to make presentations to small groups.
- Have a valid California driver's license, proof of insurance and reliable transportation.
- Submit to and successfully complete LiveScan Fingerprinting background check.
- Proof of negative TB status.
- Proof of eligibility to work in the United States.

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. An Ombudsman will be required to sign the Conflict-of-Interest policy prior to commencing any assignments.

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 20 lbs.

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