

Position Description

Long-Term Care Ombudsman Representatives Program Coordinator

I IDENTIFYING INFORMATION

Position/Pseudo Number: 110939
Department: Health
Division: Executive Office on Aging
Unit: Long Term Care Ombudsman Staff
Geographic Location: Downtown

II INTRODUCTION

This position is located within the Long Term Care Ombudsman Staff of the Executive Office on Aging.

The function of the Long Term Care Ombudsman Staff is to serve as an advocate for all residents in licensed nursing homes, adult residential care homes and assisted living facilities. Established under the Older Americans Act, Title VII, Chapter 2, states that the responsibilities of the Long Term Care Ombudsman, or representatives of the Office, are to 1) investigate and resolve complaints made by or on behalf of residents of long term care facilities relating to acts which may adversely affect the health, safety, welfare, and rights of residents; 2) monitor the development and implementation of federal, state and local laws, regulations and policies affecting long term care facilities in the State; 3) provide information as appropriate to public agencies regarding the problems of older persons residing in long term care facilities; 4) train volunteers or employees to serve institutionalized persons and to promote the development of citizen organizations to participate in the advocacy program; and 5) establish procedures for appropriate access to long term care facilities, to resident records, and to the Long Term Care Ombudsman case files.

The primary purpose of the Long Term Care Ombudsman Representatives Program Coordinator is to manage and supervise all aspects of the Long Term Care Ombudsman Representatives Program. Responsibilities include recruiting, screening, training, monitoring, supporting, and evaluating statewide volunteers; implement and maintain rules, policies and procedures for ombudsman representatives program operation; update training curriculum and materials as needed; receive, analyze and refer complaints originating with the volunteers; and develop recommendations for legislation as appropriate.

The Long Term Care Ombudsman Representatives Program Coordinator will report

directly to the State Long Term Care Ombudsman and will assist the State Long Term Care Ombudsman in carrying out various aspects of the Long Term Care Ombudsman Program.

III. MAJOR DUTIES AND RESPONSIBILITIES

A. Program Management and Evaluation 30%

1. Comply with all applicable procedures for gaining access to facilities and resident records, and for investigating and referring complaints and problems to the Long Term Care Ombudsman.
2. Maintain a working knowledge of statutes and regulations pertaining to long-term care, including but not limited to residents rights, quality of care, quality of life, and governmental benefit programs which provide payment for long-term care. Update the training curriculum and materials as needed, and communicate appropriate changes in statutes and regulations to the ombudsman volunteers.
3. Update the job description for, and standards and policies regarding the responsibilities and authority of, the ombudsman volunteers, as needed.
4. Maintain a structured communication system among ombudsman volunteers, other State Long Term Care Ombudsman Program staff, and long-term care facility staff.
5. Implement procedures for case assignment and assign cases based on ombudsman volunteers' skills, ability and interest.
6. Coordinate regular, periodic activities, including recognition for ombudsman volunteers designed to motivate, nurture and validate their worth and value as members of the State Long Term Care Ombudsman Program.
7. Evaluate periodically for program effectiveness and efficiency the program training curriculum, manual and literature; program goals, objectives, and action plans; operational procedures; communication system; etc.
8. Utilize the federal reporting system to collect and analyze data relating to complaints and conditions in long term care facilities for the purpose of identifying and resolving significant problems, with provisions for submission of such data to the appropriate persons and agencies.
9. Establish and maintain file management procedures to ensure confidentiality.
10. Provide specialized technical assistance and consultation to local agencies and programs in developing, implementing and expanding local sub-state ombudsman volunteer program.

11. Submit budget recommendations to the State Long Term Care Ombudsman.

B. Volunteer Recruitment, Training and Evaluation 40%

1. Establish, implement and maintain screening, interviewing and selection criteria and procedures designed to assure that only qualified persons are selected as ombudsman volunteers and assure conflicts of interest are identified and remedied in consultation with the State Long Term Care Ombudsman and the State Ethics Commission.
2. Use assessment tool for the evaluation of each individual ombudsman volunteer.
3. Coordinate a statewide long term care ombudsman volunteer certification program.
4. Conduct comprehensive orientations and monthly training sessions.
5. Coordinate, supervise and facilitate a preceptor program whereby established ombudsman volunteers mentor and assist new recruits to integrate into the program.
6. Speak to community groups to increase public support for long term care residents and awareness of volunteer opportunities with the long term care ombudsman program.
7. Create and distribute the ombudsman representatives' newsletter, using publishing software.

C. Complaint Investigation and Advocacy 15%

1. Accept, analyze and refer complaints on behalf of residents of licensed nursing facilities, adult residential care homes and assisted living facilities.
2. Review cases with ombudsman volunteers and with the State Long Term Care Ombudsman, identifying problems and issues that require further follow-up or interagency involvement for resolution.
3. Propose policy, regulatory and legislative changes needed to strengthen and enforce the rights of residents in long term care facilities.

D. Public Relations 10%

1. Assist residents and families with information and support in advocating for Residents Rights and the highest quality of care possible.
2. Develop and maintain cooperative working relationships with licensed nursing facility and assisted living administrators, adult residential care home operators and their staff, and appropriate agencies such as Adult Protective Services, Department of Health's Office of Healthcare Assurance, Office of the Public Guardian, Attorney General's Office, Hawaii Disability Right's Center, local Area Agencies on Aging and all law enforcement agencies.
3. Develop and maintain cooperative working relationships with the media (for both recruitment and recognition) and various community organizations such as AARP, Kokua Council, Hawaii State Teachers Association-Retired, AFL-CIO, the churches, NASW-Hawaii Chapter, the University of Hawaii State System and other associations which can provide volunteers and other types of support.
4. Develop and maintain cooperative working relationships with funding organizations, such as the Hawaii Community Foundation, in generating revenues and grant-in aid projects for expansion of the program and the development of an inter-generational component.
5. Develop and maintain cooperative working relationships with community social workers and case managers, occupational therapists, physical therapists, speech therapists, emergency medical personnel, morticians, adult day care staff, transportation personnel, etc. providing technical information and support regarding elder abuse and neglect and reporting requirements.

E. Other Duties 5%

1. Plan, develop, conduct, and coordinate public forums, including public hearings, conferences, workshops, and other meetings with the State Long Term Care Ombudsman to provide information concerning the needs and problems of residents in long term care facilities.
2. Assist in the completion of annual reports to the Administration on Aging.
3. Serve on assigned boards, commissions and task forces responsible for the development of programs and policies that directly impact on structure and administration of state programs affecting long term care consumers.
4. Participate with national organizations and advocacy coalitions to affect changes in federal statutes and regulations.
5. Perform other related duties as required.

IV. CONTROLS EXERCISED OVER THE WORK

A. Supervisor:

Pos. No.: 30891

Class Title: Program Specialist V
(State Long Term Care Ombudsman)

B. Nature of Supervisory Control Exercised Over the Work

1. Instructions Provided: Guidance and instruction are related to programmatic, organizational, and administrative matters.
2. Assistance Provided: The employee takes care of all aspects of the work regarding recruiting, training and supervising of ombudsman volunteers and is required to inform the supervisor of all issues and complaints by residents in licensed nursing facilities, adult residential care homes and assisted living facilities.
3. Review of Work: Work will be reviewed by the State Long Term Care Ombudsman for compliance with policies, acceptability to the agency, and general soundness of conclusions, and conformance with departmental policies and objectives.

C. Nature of Available Guidelines Controlling the Work

1. Policy and Procedural Guides Available
Hawaii Revised Statutes-Chapter 349-12, -13, -14, and related committee reports
Hawaii Administrative Rules and Administrative Policies
Older Americans Act and applicable Federal Law, Rules and Regulations
State laws and regulations relating to care and licensed long term care facilities.
2. Use of Guidelines
Work to be performed is guided by Federal and State laws, rules, and regulations; and applicable resolutions as may be adopted by the State Legislature.

V. REQUIRED LICENSES, CERTIFICATES, ETC.

N/A

VI. RECOMMENDED QUALIFICATIONS

A. Knowledge:

Recruiting and maintaining a volunteer force. The needs and problems of residents in long term care facilities and their families. Hawaii's long term care system and its conceptual and organizational framework. Social service and public benefit programs

related to long term care residents. Medical and psycho-social processes of aging. Ethical code of conduct. Regulatory and long term care policy issues. Dispute- or conflict-resolution techniques, including investigation, crisis management, mediation, and negotiation. Federal (Center for Medicare and Medicaid Services) guidelines for all nursing facilities, State regulations for adult residential care homes and assisted living facilities, and the importance of residents' rights.

B. Skills/Abilities:

Serve as an effective and visible advocate for residents of licensed long term care facilities. Demonstrate commitment to working with underprivileged, elderly, disabled, and institutionalized clients. Maintain confidentiality. Possess strong interpersonal skills. Motivate community members throughout the State to assume responsibility in becoming part of ombudsman volunteer "team". Comprehend a broad range of issues, conduct research and analysis of the facts and propose appropriate resolution. Evaluate complex problems and issues and solve them creatively under pressure. Develop intervention strategies and implement appropriate problem solving techniques. Communicate effectively, orally and in writing, to groups and individuals. Demonstrate organizational skills in managing a complex workload. Facilitate interagency involvement in addressing systems problems. Travel to neighbor islands. Possess a current driver's license. Work independently. Conduct and interpret professional multi-dimensional clinical assessments. Exercise sound professional judgment.

C. Education

Graduation from an accredited college or university with a B.A. specializing in gerontology, social work, psychology, education, sociology, counseling, public health, or a related field.

VII. TOOLS, EQUIPMENT AND MACHINES

Computer, MS Office Suite software, typewriter, laminator.