

Salt Lake County Aging Services  
Ombudsman Program

**JOB DESCRIPTION**

Title: Lead Ombudsman  
Department: Aging Services

Supervisor: Outreach Program Manager  
Date Written: July 12, 1999

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**Job Summary:**

The Lead Ombudsman works with residents and staff of long-term-care facilities. Assists in receiving, investigating and resolving complaints in these facilities and advocating for the rights of the residents. Provides information about the ombudsman program to residents, family members, and the community at large. Coordinates the activities of the Ombudsman Program. Maintains records and submits reports. Provides supervisory support to volunteer staff.

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**Qualifications:**

Knowledge of the following: Needs of frail elderly; effective interviewing and investigating techniques; long term care facilities; community resources; physical and emotional problems of the aged. Ability to develop a strong sense of trust and rapport with both residents and facility staff in difficult situations; ability to be caring and sensitive to the residents; excellent listening skills; ability to be objective; ability to assess situations, define problems, collect data, establish facts, and draw valid conclusions; ability to analyze problems and develop objective suggestions for resolving them. Communicates effectively both orally and in writing; able to act independently and assertively; interprets and explains complex rules and regulation.

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**Transportation:**

Must be able to access transportation to perform assigned work tasks in various community locations within a reasonable time.

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**Educational Requirements:**

- a. Must complete the AAA Ombudsman Volunteer Training, and earn certification through the State of Utah as an Ombudsman.
  - b. Three years of experience in a closely related field; or
  - c. An equivalent combination of related education and experience.
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**Supervision:**

The Outreach Program Manager will provide supervision of the Lead Ombudsman activities.

Salt Lake County Aging Services  
Ombudsman Program

Essential Job Functions	Ombudsman Volunteer Staff				
RESPONSIBILITY	STANDARD	E	M	I	U
1.0 Receives complaints and inquires about long-term-care facilities.	1.1 Coordinates with Program Manager, State Ombudsman and State regulatory agencies, reviews state and federal policies to affecting residents of long term care facilities. 1.2 Responds to inquires about long term care facilities and provides information regarding facility selection and placement procedures. 1.3 Receives complaints registered against facilities. Determines appropriate course of action and develops an action plan in accordance with established policies and procedures. 1.4 Meets with other program staff to case staff situations as needed. Provides case consultation to long term care facilities as requested.				
2.0 Coordinates activities of Ombudsman Program	2.1 Works with other program staff to handle complaints. 2.2 Participates in developing program goals and activities. 2.3 Supplements State Ombudsman Certification training by providing on the job training to new ombudsman staff. 2.4 Provides case supervision.				
3.0 Investigates complaints and determines validity.	3.1 Makes on-site visits to investigate complaints within established time frames. 3.2 Makes unscheduled observation visits as needed or assigns volunteer ombudsman staff to do so. 3.3 Develops outcome based goals for issues and complaints that have positive impacts on the residents of long-term-care facilities. 3.4 Interviews complainant, resident and facility staff regarding the complaint. Reviews charts, records other pertinent documents as needed. Contracts associated agencies and facility agencies as needed. Informs facility staff of rights and obligations of ombudsman.				
3.0 Investigates complaints and	3.5 Consolidates findings and works with				

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E = Exceeds requirements  
M = Meets requirements  
I = Needs Improvement  
U = Unsatisfactory

Salt Lake County Aging Services  
Ombudsman Program

<p>determines validity continued.</p>	<p>facility to develop corrective action. Develops strategies and works with facility to resolve issues and complaints. Makes referral to appropriate state agency.</p> <p>3.6 Establishes working and cooperative relationship with staff of long term care facilities, public and private agencies and legal service providers to facilitate problem solving for residents.</p> <p>3.7 Makes verbal and written recommendations and referrals. Assists in arranging support services.</p> <p>3.8 Conducts follow-up with facility or agencies as needed to ensure issues are resolved.</p> <p>3.9 Cooperates with State Health Department annual certification surveys; provides information, supports residents during the survey process, monitors process for consistency between issues raised and deficiencies cited.</p>				
<p>4.0 Provides information, referral and education</p>	<p>4.1 Provides information on community resources and advises facility staff on discharge planning issues utilizing Federal and State laws.</p> <p>4.2 Provides information to Aging Services staff on issues affecting long term care facilities. Assists in arranging and providing training.</p> <p>4.3 Initiates and maintains working relationships with agencies and community groups that are interested in the quality of life in long term care facilities.</p> <p>4.4 Works with the public relations personnel to present information concerning issues, programs and new regulations that effect the residents of long term care facilities.</p> <p>4.5 Provides inservice training and technical assistance to facility staff on resident's rights and quality of life issues.</p> <p>4.6 Provides technical assistance and acts as advisor to groups which advocate for residents.</p>				
<p>5.0. Provides supervision and consultation to Ombudsman Volunteer Program.</p>	<p>5.1 Works to maintain the integrity of the assigned volunteer ombudsman and facilitate supervision of volunteers by the volunteer ombudsman coordinator.</p> <p>5.2 Provides technical assistance to ombudsman volunteer program.</p> <p>5.3 Supplements State Ombudsman Certification training by providing on the job training to new ombudsman volunteers staff.</p>				

Salt Lake County Aging Services  
Ombudsman Program

6.0 Works as a team member of all appropriate teams	6.1 Acts in accordance with Agency Statements of Belief and County's Standard Of Conduct in order to promote and foster Program and Agency cooperation. 6.2 Maintains ombudsman certification.				
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I have read the above job description and duties as listed. I understand the job requirements and agree to accept and carry out these responsibilities and other duties as assigned, within established physical and mental demands. Measurement criteria are established to give the supervisor guidance in completing the performance appraisal and providing the employee with our standard for performance. I understand and acknowledge that this job description does not limit the employer's right to discipline or terminate my volunteer employment at any time for failure to perform satisfactorily.

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Employee Signature

\_\_\_\_\_  
Date

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Supervisor Signature

\_\_\_\_\_  
Date