

**WASHINGTON STATE
LONG-TERM CARE OMBUDSMAN PROGRAM**

JOB TITLE: REGIONAL LONG TERM CARE OMBUDSMAN

The Regional Long-Term Care Ombudsman (RLTCO) serves as an effective and visible advocate for the well being of long-term care residents within a designated region. The Regional Long-Term Care Ombudsman shall promote both individual and systematic complaint resolution activities, including community involvement, administrative and legislative monitoring and reporting.

The Regional Long-Term Care Ombudsman shall promote the development of citizen organizations, such as resident and family councils, to give residents of long-term care facilities, and other interested parties, a voice in resident health, safety, and policy-making process. Promote the regional program to increase awareness of and involvement with local long-term care facilities. Recruit, train and supervise volunteers to help carry out complaint fact-finding and resolution activities. Work with local organizations to develop additional funding for the regional program. Establish communication channels with government agencies, long-term care providers and organizations, professional groups and advocate groups within the region.

The RLTCO shall receive and carry out fact-finding; and resolve complaints relating to administrative action which adversely affect health, welfare and rights of residents of long term care facilities within the region. Encourage reconciliation by serving as a third party mediating disputes over services or issues when necessary. Assist long-term care providers, agencies, volunteers and others in becoming more responsive to the needs of residents. With the consent of resident refer complaints which come under other agencies jurisdiction for investigation. Maintain a regional reporting system to collect data related to complaints and conditions in long-term care facilities.

The RLTCO shall monitor complaints and the system in order to identify long-term care patterns and issues in the region. Analyze and develop policies and procedures to provide information and understanding to authorities charged with operation and regulation of the long-term care facilities within the region.

SPECIFIC DUTIES ARE:

- I. Long Term Care Ombudsman Tasks:
 - A. Receive the delegation of Long Term Care Ombudsman authority from the State Long-Term Care Ombudsman, and, within the region fulfill Long-Term Care Ombudsman responsibilities assigned by the federal Older Americans Act and state Long Term Care Ombudsman statutes on behalf of the State Long Term Care Ombudsman.

- B. Receive, carry out fact finding about, and resolve complaints and concerns raised by residents, family members, friends, and facility staff within the region.
- C. Act as a mediator in disputes between residents and other parties representing the resident's point of view.
- D. Maintain the confidentiality of complainants and residents per federal and state statutes.
- E. Document complaints and cases per instructions from the State Ombudsman; maintain the region's computerized case management system to assure complaints are resolved in a timely manner.
- F. Provide summary statistical and narrative reports per instructions from the State Ombudsman; utilize computer system to generate monthly and annual summary reports as required by the State Ombudsman.
- G. Follow Program Instructions as issued in the official memo series from the State Ombudsman.
- H. Attend regular staff meetings held by the State Ombudsman.
- I. Provide staff services to the Regional Long Term Care Ombudsman Advisory Board.

II. Volunteer Ombudsman Management Tasks:

- A. Recruit candidates to volunteer as a Long-Term Care Ombudsman.
- B. Coordinate (locates training sites, plan for trainee meals and provide local trainers per the state office training agenda) initial 30-hour training for new recruits and participate in these training sessions.
- C. Provide in-service training as necessary to assure volunteer eligibility for annual re-certification and assure volunteer knowledge about appropriate issues is up to date.
- D. Supervise the work of Certified Volunteer Long Term Care Ombudsmen in visiting assigned facilities, receiving complaints, carrying out fact-finding, and mediating the resolution of concerns.

KNOWLEDGE AND ABILITIES

Knowledge of: the needs and problems of long term care residents and their families; the State and local long-term care system; social service and public benefit programs related to the residents; medical and social process of aging.

Ability to: organize and administer social services; coordinate with related services; supervise and train staff and volunteers; organize community groups; write and speak effectively; identify and analyze issues, maintain computerized data base.

MINIMUM QUALIFICATIONS

Degree in health, nursing, social sciences, psychology, sociology, counseling, social work, or closely related field and three years of social service experience with at least two years in the field of aging or geriatric long-term care.

BACKGROUND SKILLS

Good at working with people; nursing; social services; personnel management; knowledge of legal systems; case management; mediation; knowledge of long-term care facility issues; knowledge of gerontology; networking between agencies (disabled and mental health); public speaking; understanding of resources that exist in the community; understanding of government systems and how they work; sense of or experience in the political field.

REQUIREMENTS

1. Must be free of conflict of interests as defined in WAC 365-18 which interfere or have the appearance of interfering with the Long Term Care Ombudsman's responsibilities. In particular, must not have been an employee in any capacity with a long-term care facility for one year prior to appointment.
2. Must have no pecuniary interest in the provision of long term care services.
3. Must have a car, car insurance, and valid Washington Driver's License.
4. Must be a resident of the region served by the Regional Long Term Care Ombudsman Program who employs them.