



## Capital Area Council of Governments Job Description

**CAPCOG Title:** Staff Ombudsman  
**Division:** Aging Services  
**Reports to:** Managing Lead Ombudsman  
**State Title & Salary Grade:** Adult Protective Services Specialist I/B14  
**FLSA Status:** Exempt  Non-Exempt

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### GENERAL DESCRIPTION

Performs moderately complex human services and mediation work, requiring application of specialized program knowledge. Work involves collecting, preparing, and reviewing case data; evaluating difficult situations of individuals and families, primarily regarding residents' rights, and assisting them in resolution of those situations; and investigating complaints. Works under general supervision with moderate latitude for the use of initiative and independent judgment. Requires travel throughout the ten-county region. The essential functions of this position must be performed at CAPCOG offices therefore the position is not eligible for telecommuting on a regular basis.

### ESSENTIAL FUNCTIONS

Essential duties and functions may include the following. Other related duties may be assigned.

- **Provides:**
  - explanation of residents' rights, and assisted living facilities and nursing home rules, regulations, and procedures to residents, families, and, as applicable, facility staff
  - information, referral and assistance to residents, families, and facilities
  - communication with facility staff on behalf of an individual who has a complaint
  - investigation of complaints and documents findings
  - facilitation between various parties involved in a complaint as appropriate
  - assistance in resolving or mediating complaints
  - ongoing advocacy services for facility residents and families
  - information and assistance for the publication of a volunteer newsletter
  - assistance in the development of policies and procedures
  - education programs or presentations to departments, agencies, civic groups, family councils, long term care facility staff, and the general public
  - volunteer training as prescribed by supervisor
- **Maintains:**
  - documentation, and records information on contacts and case actions
  - prescribed reports, case records and files
  - working relationships with state agencies charged with oversight of assisted living facilities and nursing homes, and other state agencies as applicable
- **Attends:**
  - required training
- **Prepares:**
  - required reports for submission to state agency in a timely and accurate manner

## GENERAL QUALIFICATIONS

### Education and Experience

#### REQUIRED:

- 1) Bachelor's degree or advanced degree from an accredited college or university  
**OR**
- 2) High school diploma or a certificate recognized by the state in which it was issued as the equivalent of a high school diploma and at least four years of one, or a combination, of the following:
  - a. Paid experience in a social, behavioral, health, or human service field; or
  - b. Experience as a certified ombudsman
- 3) Must pass a background check processed by the Texas Health and Human Services (HHS)
- 4) Must obtain Certified Ombudsman status within three months of hire date

PREFERRED: Experience in working with elderly citizens is preferred

### Knowledge, Skills, and Abilities

- Knowledge of:
  - Computer operations systems and procedures
  - Grammar
  - Microsoft software
  - Rules and regulations
- Skill in:
  - Personal computers
  - Use of applicable software
  - Preparing reports
  - Writing descriptive materials
  - Reading, understanding, and interpreting pertinent sections of the Texas Administrative Code and the Older Americans Act
- Ability to:
  - Document clearly understood case notes and enter service unit data, both in applicable format, using hands and fingers for a large percentage of work hours
  - Perform duties in compliance with rules and regulations
  - Confer with residents, family, and nursing home staff by speaking in one-on-one or group situations to clarify issues, identify underlying concerns, and develop an understanding of respective needs and interests
  - Drive from the office to assigned facilities within the region on a frequent basis

### Position Specific Competencies

- Attention to Detail: Ability to focus meticulously on all duties, assignments, schedules, and resources.
- Judgment: Demonstrates critical thinking based upon in-depth data gathering, corroborating information, considering others' input, and ethics.
- Regulatory Compliance: Understand regulations and ensures that work is in compliance with regulations.
- Work Organization: Balances competing priorities to meet project and team commitments in a timely manner and deliver quality results.

### Physical Requirements

Remain in a stationary position at a desk throughout the workday.	Seldom
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<b>Stand and perform tasks</b> throughout the workday. May be stationary for periods of the day.	Seldom
<b>Move about</b> inside the office to perform different tasks of the position such as access the copy machine, file papers, or deliver mail to the reception area.	Frequently
<b>Coordinate precise movements of the fingers</b> in order to use office productivity machinery or perform intricate tasks.	Seldom
<b>Move objects</b> weighing up to designated # of pounds.	Seldom - 15 lbs
<b>Lift objects</b> from the floor and up onto a shelf or desk weighing up to designated # of pounds.	Seldom - 15 lbs
<b>Converse with others</b> both in person and over the phone.	Frequently
<b>View details at close range</b> (within one to two feet of the observer) and distinguish color-coded materials.	Seldom
<b>Move body into multiple positions</b> to perform different tasks such as in the following examples: under desks, between walls, around servers and furniture, or to retrieve files from the bottom or top drawers of file cabinets.	Seldom
<b>Performs duties in professional office environment</b>	Seldom
<b>Performs duties while exposed to conditions</b> of heat, cold, humidity, wind and/or rain.	Seldom
<b>Drives</b> a vehicle to perform CAPCOG business.	Regularly

**KEY**

Never 0%     Seldom 0-30%     Regularly 30-60%     Frequently 60-90%     Constantly 90-100%

*Seldom would be up to 12 hours per week or 0 to 2.4 hours per day*

*Regularly would be 12 to 24 hours per week or 2.4 to 4.8 hours per day*

*Frequently would be 24 to 36 hours per week or 4.8 to 7.2 hours per day*

*Constantly would be 36 hours to 40 hours per week or 7.2 to 8 hours per day*

**Other Requirements**

- Must have dependable transportation for travel within the region, maintain a valid Texas driver's license, and proof of vehicle insurance as specified by the State of Texas.
- Must pass periodic background checks processed by HHS.