



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

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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Stand and perform tasks throughout the workday. May be stationary for periods of the day.	Seldom
Move about 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
Coordinate precise movements of the fingers in order to use office productivity machinery or perform intricate tasks.	Seldom
Move objects weighing up to designated # of pounds.	Seldom - 15 lbs
Lift objects from the floor and up onto a shelf or desk weighing up to designated # of pounds.	Seldom - 15 lbs
Converse with others both in person and over the phone.	Frequently
View details at close range (within one to two feet of the observer) and distinguish color-coded materials.	Seldom
Move body into multiple positions 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
Performs duties in professional office environment	Seldom
Performs duties while exposed to conditions of heat, cold, humidity, wind and/or rain.	Seldom
Drives 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.