



Capital Area Council of Governments Job Description

CAPCOG Title	Ombudsman Program Manager	State Title	Program Supervisor III
Position Number	AAA_30_01	Salary Group	B19
Reports to	Director of Aging Services	Telecommuting Eligibility	Case-by-Case
Division	Aging Services	FLSA Classification	Exempt
Employment Category	Regular-Full Time	Cell Phone Stipend	Level 1

GENERAL DESCRIPTION

Performs moderately complex managerial work overseeing the daily operations and activities of the division’s long-term care ombudsman program. Work involves ensuring the staff ombudsmen perform the duties as required by the Office of the State Long-Term Care Ombudsman while also performing like duties. Plans, assigns, and supervises the work of others. Develops strategic planning activities to ensure efficient and effective service delivery and timely complaint resolution. Supports Ombudsman team and program by traveling to/from care facilities throughout the region on a frequent basis, 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.

ESSENTIAL FUNCTIONS

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

- Designated Managing Lead Ombudsman.
- Acts as primary point of contact for local ombudsman entity.
- Develops guidelines, procedures, policies, and rules for host agency Ombudsman program.
- Approves schedules, priorities, and standards for achieving Ombudsman Program goals and staff evaluation activities.
- Supervises and evaluates essential job functions of staff and volunteers in the Ombudsman Program
- Oversees investigation of complaints and issue resolution.
- Provides technical guidance and training to lead in support of staff and volunteer Ombudsman.
- Represents the agency at meetings, hearings, conferences, and seminars or on boards, panels, and committees as assigned by the Director of Aging Services.
- Maintains working relationships with state agencies charged with oversight of assisted living facilities and nursing homes, and other state agencies as applicable.
- Provides analysis of rules and regulations related to services delivery.
- Participates with state agency to ensure compliance with program performance metrics.
- Participates with state agency in systems advocacy activities to address statewide issues.
- Prepares management and program performance reports.
- Provides explanation of residents’ rights, and assisted living facilities and nursing home rules, regulations, and procedures to residents, families, and, as applicable, facility staff.
- Provides information, referral and assistance to residents, families, and facilities.
- Communicates with facility staff on behalf of an individual who has a complaint.
- Investigates complaints and documentation of findings.
- Facilitates between various parties involved in a complaint as appropriate.
- Advocates for services for facility residents and families.
- Provides education programs or presentations to departments, agencies, civic groups, family councils, long term care facility staff, and the general public.
- Maintains documentation, and records information on contacts and case actions.

- Maintains prescribed reports, case records and files.
- Attends required training.

GENERAL QUALIFICATIONS

Experience

- At least one year of supervisory experience of a social services program required.

Education

- Bachelor’s degree or advanced degree from an accredited college or university required; or
- 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:
 - Paid experience in a social, behavioral, health, or human service field; or
 - Experience as a certified ombudsman.

Preferred:

Experience in working with older adults.

Certifications

None required to apply.

Knowledge, Skills, and Abilities

- Skills in program performance review of client and program outcomes and deliverables.
- Skills in training adult learners.
- Skills providing training to program staff and volunteers.
- Knowledge of computer operations systems and procedures, Microsoft software.
- Skills in analysis of program policy and rules.
- Skills in preparing reports.
- Skills in writing descriptive materials.
- Skills in 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.
- Ability to perform duties in compliance with rules and regulations.
- Ability to interpret program policies to inform service delivery.
- Ability to evaluate service delivery outcomes.
- Ability to 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.
- Ability to drive from the office to assigned facilities within the region on a frequent basis.

Other Requirements

- Must pass a background check processed by the Texas Health and Human Services (HHS) and periodic background checks during duration of employment.
- Must maintain a valid Texas driver’s license, insurance as required by the State of Texas, and dependable transportation for travel within the region.
- Must obtain Certified Ombudsman status within three months of hire date.

PHYSICAL REQUIREMENTS

Requirement	% of Time
Remain in a stationary position at a desk throughout the workday.	0-30%
Stand and perform tasks throughout the workday. May be stationary for periods of the day.	0-30%
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.	30-60%
Coordinate precise movements of the fingers in order to use office productivity machinery or perform intricate tasks.	0-30%

Requirement	% of Time
Move objects weighing up to designated # of pounds.	0-30% – 15 lbs.
Lift objects from the floor and up onto a shelf or desk weighing up to designated # of pounds.	0-30% – 15 lbs.
Converse with others both in person and over the phone.	60-90%
View details at close range (within one to two feet of the observer) and distinguish color-coded materials.	0-30%
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.	0-30%
Performs duties in professional office environment.	30-60%
Performs duties while exposed to conditions of heat, cold, humidity, wind and/or rain.	0-30%
Drives a vehicle to perform CAPCOG business.	60-90%