



## Capital Area Council of Governments Job Description

<b>CAPCOG Title</b>	Ombudsman	<b>State Title</b>	Ombudsman I
<b>Position Number</b>	AAA_35_01	<b>Salary Group</b>	B17
<b>Reports to</b>	Ombudsman Program Manager	<b>Telecommuting Eligibility</b>	Case-by-Case
<b>Division</b>	Aging Services	<b>FLSA Classification</b>	Non-Exempt
<b>Employment Category</b>	Regular-Full Time	<b>Cell Phone Stipend</b>	Level 1

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### GENERAL DESCRIPTION

Performs routine (journey-level) human services and problem-solving work, requiring application of specialized program knowledge. Work involves 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 moderate supervision with limited latitude for the use of initiative and independent judgment. Requires travel throughout the ten-county region.

### 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.
- 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.
- Assists in resolving complaints.
- Advocates for services for facility residents and families.
- Provides assistance and information for the publication of a volunteer newsletter.
- Provides assistance in the development of policies and procedures.
- Provides education programs or presentations to departments, agencies, civic groups, family councils, long term care facility staff, and the general public.
- Provides volunteer training as prescribed by supervisor.
- Maintains documentation, and records information on contacts and case actions.
- Maintains prescribed reports, case records and files.
- Maintains 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

Bachelor's degree or higher may substitute for required experience.

#### Experience

Four years experience in social, behavioral, or human service field or as a certified ombudsman is required.

#### Education

High school diploma or equivalent is required.

## Certifications

n/a

## Preferred

- Experience working with older adults is preferred;
- Bachelor's degree or higher from an accredited university is preferred; and
- Bilingual English/Spanish preferred.

## Knowledge, Skills, and Abilities

- Knowledge of the Older Americans Act and the Texas Administrative Code.
- Skill in the use of computers and Microsoft Office Suite.
- Skills in training adult learners.
- Skills providing training to program staff and volunteers.
- Skills in preparing reports.
- Skills in writing descriptive materials.
- 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 maintain a valid Texas driver's license, and have dependable transportation for travel within region with proof of insurance as specified by the State of Texas.
- Must pass a background check processed by the Texas Health and Human Services (HHS) and periodic background checks during duration of employment.
- 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.	60-90%
Coordinate precise movements of the fingers in order to use office productivity machinery or perform intricate tasks.	0-30%
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%