



Areawide Aging Agency

Job Title: Ombudsman Supervisor II
Department: Ombudsman
Reports to: CEO
FLSA Status:
Approval: Blair Schoeb
DATE: September 8, 2019

Please email resumes to bschoeb@areawideaging.org no later than 5pm, September 30, 2020

Areawide Aging Agency employee performance expectations: In the performance of their respective tasks and duties, all team members are expected to meet the following requirements:

- Work independently performing quality work within deadlines while understanding the necessity for communicating and coordinating work efforts with other team members, service providers, end-users, and clients.
- Have computer skills, maintain the technical proficiency necessary to complete their duties and have excellent written and verbal communications abilities with attention to detail.
- Establish and maintain effective professional working relationships with team members, management, and the people we serve.
- Maintain strict confidentiality as directed, be honest, trustworthy, dependable, and flexible.

Position Purpose: Under the general direction of the Areawide CEO and program supervision/direction of the Office of the State Long-Term Care Ombudsman, provides leadership in development, coordination, and implementation of the Long-Term Care Ombudsman Program. Receives, investigates, and resolves complains made by on behalf of residents of long-term care facilities.

Develops and manages the Ombudsman Volunteer Program. May supervise other Ombudsman Program staff.

Note: Due to current events, this position may require a candidate's ability to participate in an interview by video chat.

Essential Duties and Responsibilities: Include, but are not limited to the following:

- Maintains regular attendance at work and is consistently on time; office hours are 8:30 – 5:00, unless other arrangements have been approved by the CEO.
- Maintains and participates as a team member of the Areawide Aging Agency.
- Contributes to the positive reputation of the organization, exhibiting professional behavior at all times in the presence of clients, visitors, and representatives of other agencies.

- Provides exceptional customer service, in all interactions in person or by telephone, being helpful and professional and offering additional information as appropriate that may be of help to the customer.
- Performs other duties as directed.

Examples of duties:

- Recruits, screens, trains and supervises ombudsman volunteers, who serve residents of nursing homes and residential care facilities, using guidelines provided by the Office of the State Long-Term Care Ombudsman staff.
- Publicizes the services of the Ombudsman Program and issues affecting older residents of long-term care facilities through media releases, public speaking, and other means.
- Provides information to the public, long-term care facility residents, and facility staff about elder abuse prevention.
- Coordinates with and receives direction from the Office of the State Long-Term Care Ombudsman staff in complaint investigation and resolution, identification of priority issues, and certification of new ombudsman volunteers.
- Investigates complaints related to the quality of care and quality of life of long-term care residents.
- Maintains confidentiality of information and files pertaining to complaints and complainants according to program policy.
- Keeps AAA CEO and the Office of the State Long-Term Care Ombudsman staff informed of the current situation and needs at the local level, recommends plans for meeting needs, and advises of resources required for their implementation.
- Is available to residents of long-term care facilities in the planning and service area (PSA), visiting each facility regularly and working cooperatively with administrators and staff on behalf of residents.
- Serves in a consulting role to community organizations and agencies on issues and needs affecting older long-term care facility residents, techniques of working with these older people, and the solution of special problems.
- Collects, compiles, and reports various data to the Office of the State Long-Term Care Ombudsman.

Knowledge and skills: Knowledge of: services available for older Oklahomans; issues affecting institutionalized elders; and residents/client rights. Skills in: communication and interpersonal relationships; observation; organization; and presentation of information in a clear and concise manner. Ability or experience as an advocate on behalf of others. Experience in volunteer or staff management and training.

Education and experience: Graduation from an accredited four year college or university with major course work in social work, health, gerontology, general social sciences, or related field; OR an equivalent combination of education and experience substituting one year of full-time paid experience in such areas as community organization, public health, social work, or related field for each year of the required education with a maximum substitution of two years.

Special requirements: Must: possess the ability and willingness to perform job-related travel; maintain administrative and client confidentiality; be free from conflict of interest; meet other Ombudsman

Program screening standards; and successfully complete training by Office of the State Long-Term Care Ombudsman staff.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills: ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from individuals or groups, clients, customers, and the general public.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to walk, sit, use hand to finger, handle or reach with hands and arms, to talk or hear. The employee is frequently required to stand. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee may occasionally lift and or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Noise: The noise level in the work environment is generally moderate.

Safety: The employee shall be knowledgeable about and follow Areawide Aging Agency's safety policies and procedures. Employees should immediately report (i.e., during current shift) any accidents, unusual occurrences, or any other safety-related issues to the immediate supervisor.

Dress Code: This position will require direct interactions with the public and will be required to adhere to professional attire. Male employees are required to wear slacks that are neat and clean in appearance, and either short-sleeve or long sleeve shirts with collars, or polo shirts with collars. Female employees are required to wear slacks, skirts or dresses, tops, and sweaters that are nice, and clean. Fridays are considered casual days but all apparel must be nice, clean, and professional in appearance. Shorts, t-shirts, halter tops, tube tops, shirts with inappropriate slogans, tattered, dirty, unkempt clothing will not be considered as appropriate for this position. Jeans are allowed on Fridays for those employees who do not have appointments; jeans must be clean, pressed, and free of tears or holes.

The omission of specific statements or duties listed above does not exclude them from the position if the work is similar, related, or a logical assignment to the position. This job description does not

constitute an employment agreement between Areawide Aging Agency and the employee, and is subject to change by Areawide Aging Agency as the needs and requirements of the job change.

Areawide Aging Agency is an Equal Opportunity Employer.

Acknowledgement

I have reviewed the content of this job description and have been provided a copy of the description. I certify that I am able to perform the essential functions of this position as outlined in the description, with or without reasonable accommodations.

Describe any accommodations required to perform these functions: _____

_____	_____	_____
Team Member (print name)	Signature	Date

_____	_____	_____
Witness (print name)	Signature	Date