**Job Description**

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| **Job Title:** | Part-Time Long Term Care - Ombudsman | **Location:** | Area Agency on Aging of North Idaho |
| **Department:** | Area Agency on Aging | **Reports To:** | Long Term Care Ombudsman Supervisor |
| **Division:** | Finance & Business Affairs |  |  |
| **FLSA Status:** | Non-Exempt |  |  |

**SUMMARY**

The Long-Term Care Ombudsman advocates for residents in assisted living and skilled nursing facilities in the five northern counties of Idaho.  They will routinely visit facilities as well as receive, investigate and resolve complaints made by or on behalf of residents.

### Essential Duties and Responsibilities

This list includes but is not limited to the following:

* Promotes and protects the residents’ rights guaranteed under federal and state law.
* Receives, investigates, mediates and resolves complaints made by or on behalf of residents in a long-term care setting that relate to action, inaction, or decisions, that may adversely affect the health, safety, welfare, or rights of residents.
* Routinely visits all long-term care facilities in the service area to provide timely access to information and services for residents.
* Assures all activities are within current program rules, regulations, and guidelines.
* Presents information about the ombudsman program to residents, staff, and the community.
* May recruit, train, and supervise the volunteer assistant ombudsman program.
* Enters data accurately into the statewide reporting system.
* Maintains a positive, helpful, constructive attitude and work relationship with supervisor, staff, residents and the community**.**
* Perform other duties as assigned.

**REQUIRED MINIMUM QUALIFICATIONS**

The following requirements represent the minimum qualifications necessary for an individual to satisfactorily perform each essential duty and be successful in the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties.

**Education and Experience**

Associate’s degree or Applied Associates Degree or Certification from a two-year college or professional/technical school or program and a minimum of one-year full-time equivalent related experience and/or training in social work, nursing, public health, geriatrics, administration, community organization or another related field.; or equivalent combination of education and experience.

**Certificates, Licenses, Registrations**

Must possess a valid driver's license and proof of liability insurance. Agency car is available to use for travel.

# Conditions of Employment

Employee must successfully complete the Idaho Ombudsman Certification training program, fingerprinting, and criminal background check.

# Knowledge, Skills and Abilities

* Read, analyze, and interpret documents and information.
* Moderate knowledge of computer skills to include Microsoft Office.
* Communicate effectively; orally and in writing.
* Strong presentation skills.
* Efficient time management and record keeping skills.
* Able to use independent judgment, maintain professionalism and confidentiality.
* Ability to operate standard office equipment.
* Ability to travel throughout the 5 northern counties as necessary.

# Physical Demands and Work Environment

The physical demands and work environment described here are representative of those that must be met or are encountered by an employee in the normal course of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical requirements and environment are typical of those in a general office setting.  This job involves regular sitting, standing, walking, typing, moving, lifting objects up to 20 pounds and exposure to office lighting.  A wide variety of standard office equipment is continually used, including phone, fax, copier, printer and computer. The noise level in the work environment is usually moderate. While performing the duties of this job, the employee may be exposed to outside weather conditions.

**Updated - March 2024**