



Communities Aligned for
Deeply Rooted Elderhood

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OMBUDSMAN REPRESENTATIVE

West Region

Georgia Long-Term Care Ombudsman Program

CADRE, Inc. (Communities Aligned for Deeply Rooted Elderhood) promotes fulfillment for older persons and individuals with disabilities in their chosen communities throughout the aging process by conducting activities; providing information and referral services, education, and advocacy; and fostering community improvement.

FLSA Exempt Full-Time: 36-hour work week

Reports to Ombudsman Program Coordinator

\$18.89 / hour for new hires; 4.5% increase after 8 full calendar months subject to satisfactory performance and available Program funds

Generous leave benefits

Employer-sponsored health plan (no cost to employee, so long as Program funds are adequate)

Works out of office in employee's residence; travels to assigned locations

FUNCTION: Provides high quality services, accurate and timely information and consultation, complaint-handling, access for residents, education, and advocacy related to long-term care services in accordance with federal and state law and policies in designated coverage area. May include any or all of the following based on Program needs.

Two Openings

Submit resume, by June 30, 2020, to ahales@communitiesaligned.org

Employee selected for "Caseload 2" will be a resident of one of the following counties: *Coweta, Meriwether, Pike, Spalding, or Troup.*

Employee selected for "Caseload 6" will be a *DeKalb County* resident.

Travel expenses shall routinely be reimbursed from office at the employee's residence (and back to starting point) with limited exceptions approved in advance. Relocation after hiring, further away from the assigned work, could result in loss of employment if the Ombudsman Program is not able to fund employee's projected increased travel expenses.

After hiring, successful completion of certification process ("designation") through the Office of the State Long Term-Care Ombudsman is required. De-designation by the OSLTCO shall result in loss of employment.

Intake, Casework, and Information / Consultation

- Receives calls, emails, letters, and faxes as well as requests in the field.
- Obtains sufficient information to determine if supplying information, providing consultation, and / or opening a case are needed.
- Responds to complaints within standard of promptness.
- Conducts complaint intake and investigates and attempts to resolve complaints relating to long-term services and supports in accordance with law, rule and LTCO's policies.
- Provides referrals to other sources of assistance when appropriate.
- Collaborates with agencies such as the Area Aging on Aging, Healthcare Facility Regulation, public health, behavioral health, and Family and Children Services when appropriate.

- Documents all complaint handling services promptly and as stipulated by Ombudsman Program policies.
- May receive and review volunteer reports related to services provided and case handling, and follows up with volunteer as needed.
- Gathers information regarding the needs of consumers or those seeking information / consultation in order to provide the best possible assistance.
- Researches and provides information regarding long-term care, services and supports, rights and regulations, access to services, entitlement and public benefit programs, facility profiles and other information to consumers and others.
- Contacts other agencies when appropriate to obtain information or assistance for consumers. Provides referral information as needed.
- Accurately documents activities and casework in the Ombudsman reporting system (OmbudsManager) as stipulated by Ombudsman Program policies.

Routine Visits and Access

- Through visitation and other contacts, develops Ombudsman Program presence in long-term care facilities to enhance the quality and provision of long-term care services. During visits to facilities, provides information to residents regarding their rights and Ombudsman Program services. Routine visits are required in assigned facilities during each calendar quarter.

Advocacy

- Keeps abreast of the development and implementation of relevant Federal, State and local laws, regulations, and policies.
- As requested, participates in advocacy related to long-term care issues.
- Submits pre-survey information to the Office of the State Long-Term Care Ombudsman for distribution to Healthcare Facility Regulation.
- Collaborates with other groups when appropriate.
- Documents advocacy activities.

Education

- Presents information regarding the services of the Ombudsman Program and other topics relating to long-term care to residents, other groups, and the public and provides resident rights in-services to providers.
- Disseminates such information in outreach activities.
- Educates mandated reports concerning reporting of abuse, neglect, and exploitation.

Volunteer Management

- Contacts assigned volunteers on regular basis and as needed.
- Provides direction and supervision to volunteers related to complaints.
- Meets with volunteers on regular basis and as needed.
- Assists in training, supervision, recognition, and evaluation of volunteers.
- Reinforces requirement for all volunteers to provide timely reports of their activities.
- Reviews volunteers' reports as received and follows up as needed.

- Documents interactions with volunteers, and documents volunteers' time spent in complaint-handling.

Ombudsman Special Projects

- Participates in Special Projects as directed, and completes activities as described and within prescribed timeframes.

OTHER JOB RESPONSIBILITIES

- Obtains and submits all required materials and documentation for continuing education according to Ombudsman Program policies.
- Participates in the development of strategic plans as requested and contributes towards accomplishment of goals.
- Participates in the performance appraisal process.
- Immediately reports any conflict of interest and provides a completed conflict of interest screen on an annual basis.
- Submits complete and accurate activity and expense reports on a timely basis.
- Performs other tasks as assigned.

Conflict of Interest Statement (Federal Regulation)

(4) In no circumstance shall the State agency, other agency which carries out the Office, or an agency hosting a local Ombudsman entity appoint or employ an individual, nor shall the Ombudsman designate an individual, as a representative of the Office who:

(i) Has direct involvement in the licensing or certification of a long-term care facility;

(ii) Has an ownership or investment interest (represented by equity, debt, or other financial relationship) in a long-term care facility. Divestment within a reasonable period may be considered an adequate remedy to this conflict;

(iii) Receives, directly or indirectly, remuneration (in cash or in kind) under a compensation arrangement with an owner or operator of a long-term care facility; or

(iv) Is employed by, or participating in the management of, a long-term care facility.

(A) An agency which appoints or employs representatives of the Office shall make efforts to avoid appointing or employing an individual as a representative of the Office who has been employed by or participating in the management of a long-term care facility *within the previous twelve months [emphasis added]*.

Minimum qualifications for staff Ombudsman Representatives

a. In order to qualify for an Ombudsman Representative staff position, an individual must have:

- i) an undergraduate degree from a four-year college or university;
- ii) two years of professional experience with at least one year in aging, long-term care, or related fields; and
- iii) a criminal background check in accordance with the DHS contract requirement. The individual shall not be hired if he or she has been convicted of any of the crimes listed under the laws related to nursing home, personal care home or assisted living community employees. (OCGA § 31-7-350 and OCGA § 31-7-250, respectively).

b. Relevant and comparable education and/or experience may be substituted at the discretion of the SLTCO upon recommendation of the LTCO Coordinator. Experience may be substituted for undergraduate education on a one-to-one basis; however, the same experience cannot be used to meet both the education and experience requirements.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to effectively communicate with the residents of long-term care facilities, their relatives, caregivers, and professionals working in those services or related organizations, in person, by phone, and by other means when appropriate.
- Ability to comprehend written material related to essential job functions.
- Ability to document facts related to essential job functions accurately and according to established timeframes.
- Ability to operate a computer well enough to perform essential job functions.
- Ability to make visual, auditory, and other sensory observations of consumers, and their surroundings.
- Ability to comprehend, recall, and apply facts related to essential job functions.
- Ability to analyze, evaluate, present, and implement a reasonable course of action based on available information.
- Have access to a vehicle, possess a valid Georgia Driver's license, and provide evidence of current automobile insurance.
- Ability to ambulate sufficiently to access all long-term care facilities.
- Physical demands listed above are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions. While performing the responsibilities of the job, the employee is required to talk, have corrected vision when needed, and hear. The employee is often required to sit and the employee will use their hands and fingers. The employee is required to stand, walk, reach with arms and hands, climb stairs, and to stoop and kneel. The employee is required to be able to lift up to 30 pounds.

NOTE: The individual must possess these skills and abilities, or, using some other combination of skills and abilities, must be able to explain and/or demonstrate that he/she can perform the essential responsibilities of the job with or without reasonable accommodations.