



Greater Bakersfield Legal Assistance Inc.

JOB TITLE: Field Ombudsman
CLASSIFICATION: Non-Exempt
DEPARTMENT: Long-Term Care Ombudsman Program
SUPERVISOR: Director of Long-Term Care Services

OCCUPATIONAL SUMMARY

The Field Ombudsman is a critical member within the Long-Term Care Ombudsman Program team charged with addressing issues negatively affecting the lives of long-term care residents, through facility coverage and complaint investigation seeking to resolve issues that negatively impact the quality of life and quality of care of older and dependent adults. The Field Ombudsman is assigned to monitor facilities for abuse, violation of resident's rights, and quality of care and health and safety issues. Under the direct supervision of the Director of Long-Term Care, the Field Ombudsman receives, investigates and brings resolution to complaints made by or on behalf of residents in long-term care facilities. An ombudsman is required by law to witness Advance Directives for Health Care for residents in skilled nursing facilities.

DUTIES AND RESPONSIBILITIES

1. Provide advocacy services to protect the health, safety, welfare, rights and quality of life of residents in the long-term care facilities to which assigned
2. Receive, investigate and resolve complaints made by or on behalf of residents, utilizing appropriate investigation and problem solving methods.
3. Comply with all federal and state requirements and local program procedures.
4. Function cooperatively as a team member, keeping the Director of Long-Term Care apprised at all times of situations developing in facilities assigned to you.
5. Conduct in-service training for facility staff on an as need basis
6. Be available to attend resident and/or family councils when invited to do so.
7. Witness Advance Directives for Health Care for residents in skilled nursing facilities.
8. Participate in licensing survey/inspection process as directed by supervisor
9. Anticipate problems, bring problems to the attention of the supervisor, and participate in the problem-solving process.
10. Due to changing program expectations and /or change in agency policy, the Field Ombudsman may be expected to perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Bachelor's degree or higher in gerontology, human services, social science, or a related field, and three (3) years experience focused on aged or incapacitated adults in a public, private or non-profit social services agency, or other similar related experience.
2. Must be proficient in Microsoft Office Programs, Word, Excel, and PowerPoint.
3. Excellent written and oral communication skills; ability to communicate effectively with a wide variety of people at all levels, internally and externally
4. Bilingual (English/Spanish) Preferred, not required.
5. Must have experience managing sensitive and confidential information
6. Workstyle suited to working in a small-team setting, where teamwork and resourcefulness are highly valued.
7. Strong commitment to our mission and goals. Must meet State certification requirements, including successfully completing a minimum of 36 hours of training and Live Scan clearance
8. Demonstrate an understanding of the long-term care system and the rights and concerns of the elderly with that system.
9. Demonstrate sensitivity to the social and emotional needs of residents
10. Ability to appropriately prioritize work, handle multiple tasks simultaneously, manage time effectively and deliver high-quality work on time



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11. Must comply with “Guidance on Ombudsman resumption of duties, vaccination requirements, vaccination verification, testing, and PPE requirements”
12. Possession of a valid California Motor Vehicle Driver's License and valid Vehicle Insurance.

PROFSSIONAL DEVELOPMENT

1. Attend Ombudsman in-services and other appropriate trainings to maintain Ombudsman certification (36 hours initially and 18 hours annually).
2. Learn and maintain working knowledge of all laws, regulations and policies regarding the Ombudsman Program, elder abuse prevention, education, and investigation. This would include the following
 - a) *Older Americans Act*
 - b) *Older Californians Act*
 - c) *Code of Federal Regulations*
 - d) *Welfare and institutions Code*
 - e) *Health and Safety Code*
 - f) *Other as appropriate*