

**Permian Basin Regional Planning Commission  
Job Description  
AAA – Managing Local Ombudsman  
Exempt (FLSA) – State Equivalent: Ombudsman I**

**SUMMARY OF POSITION:** The Managing Local Ombudsman performs highly advanced advocacy/volunteer management work involving long term care facilities. Work involves assisting long term care residents resolve disputes, issues, or concerns; includes maintaining procedures, infrastructure, resources, and collaborative relationships necessary to meet the needs of those requiring long term care. Position provides leadership and operational support to the AAA in planning, developing, managing, monitoring, and evaluating Ombudsman services. Work involves implementing area plans, collecting, and analyzing data, preparing reports, and ensuring timely submission of departmental reports in compliance with state and federal rules, regulations, policies, and procedures. Work also involves complaint resolution in nursing facilities and assisted living facilities and program evaluation as directed by the State of Texas Ombudsman Program.

**ORGANIZATIONAL RELATIONSHIPS:**

1. **Reports to:** Director of Area Agency on Aging
2. **Other:** Interaction/contact with AAA staff and its Contractors, representatives of local, state, and federal government agencies, public and private organizations, service providers, other program personnel, volunteers, clients, private contractors, private non-contracting entities, and public.

**EXAMPLES OF WORK:**

**Essential Duties:**

Organizes and maintains accurate documentation of all client data/contacts in accordance with applicable rules, regulations, policies, and procedures in a manner that supports state and federal requirements.

Advocates on behalf of residents in area long-term care facilities in resolving situations such as resolving grievances, tracking, and providing information on status of the situation, preparing participants for conferences, hearing, and proceedings; and investigating complaints.

Negotiates with facility management to resolve complaints to the resident's satisfaction.

Ensures all contractual and programmatic performance of program, such as complaint ratios and facility visitation requirements, as directed by the Office of the State Ombudsman.

Recruits, trains, certifies, and recognizes volunteer Ombudsmen. Maintains certification status for all volunteer Ombudsmen.

Maintains and distributes educational materials, such as nursing home guides and other information related to long term care, to assist facility residents, their families, and caregivers in a broad range of areas.

Provides specific/general information to the public and develops and presents educational forums to public and private community sectors.

Attends trainings, meetings, and conferences related to program goals.

Coordinates with other AAA staff to advocate for targeted elderly populations.

Maintains the system of computerized client tracking for services provided directly.

Maintains strict confidentiality of client information, whether such data is electronic or otherwise.

**OTHER IMPORTANT DUTIES:**

Performs such other related duties as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

**KNOWLEDGE OF:** The process of aging and aging programs, planning techniques, interviewing techniques, mediation techniques, volunteer recruitment/retention, local state and federal regulations relating to human and social service programs including long-term care, Medicare, and Medicaid; public and private sector resources, general office policies and procedures and computer operations.

**SKILL/ABILITY TO:** Interpret and communicate to others rules, regulations and guidelines prepared by state and federal agencies relating to aging programs and long term care; establish and maintain effective working relationships with clients, citizen groups, volunteers and the general public; interview clients skillfully, inform clients about services and how the long-term system works, evaluate client needs, work independently and in a team setting, and demonstrate proficiency in both oral and written communication. Work as a leader in the community to educate individuals/groups regarding long term care.

**ACCEPTABLE EXPERIENCE AND TRAINING:**

Bachelor's or advanced degree from an accredited college or university; or

High school diploma or a certificate recognized by the state in which it was issued as the equivalent of a high school diploma and at least four years of one, or a combination, of the following:

- paid experience in a social, behavioral, health, or human service field; or
- experience as a certified ombudsman.

**CERTIFICATES AND LICENSES REQUIRED:**

Appropriate Texas driver's license or available alternate means of transportation.