

Permian Basin Regional Planning Commission

Notice of Job Opportunity

The Permian Basin Regional Planning Commission is accepting resumes for the position described below:

Job Title: Managing Local Ombudsman

General Description: The Managing Local Ombudsman performs highly advanced advocacy/volunteer management work involving long term care facilities. This position is required to identify/evaluate service priorities for individual clients and older individuals as a whole in the Permian Basin for long term care services. Work 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 developing and 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.

Minimum Qualifications: Bachelor's degree in public administration, gerontology, psychology, sociology, social work, or a related field, plus one year of relevant experience; or High school graduation or its equivalent, plus at least three years of experience; or any equivalent combination of experience and training that provides required knowledge, skills and abilities.

Essential Duties:

1. Assists the AAA Program Specialist in the compilation, analysis, and submission of fiscal and programmatic reports in compliance with applicable rules, regulations, policies and procedures in a manner that supports state and federal requirements.
2. 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.
3. Advocates on behalf of residents in regions long-term care facilities and assisted living 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.
4. Negotiates with facility management to resolve complaints to the resident's satisfaction.
5. Ensures all contractual and programmatic elements of program, such as complaint ratios and facility visitation requirements, as directed by the Office of the State Ombudsman are met.
6. Recruits, trains, certifies, and recognizes certified volunteer Ombudsmen.
7. Maintains certification status for all volunteer Ombudsmen.
8. 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.

9. Provides specific and/or general information to the public and develops and presents educational forums to public and private community sectors.
10. Attends trainings, meetings, and conferences related to program goals.
11. Coordinates with other AAA staff to advocate for targeted elderly populations.
12. Maintains the system of computerized client tracking for services provided directly.
13. Maintains strict confidentiality of client information, whether such data is electronic or otherwise.

Required Knowledge, Skills and Abilities: Knowledge of computer systems including Microsoft Word, Excel, Outlook, and PowerPoint; full range of resources and assistance available to older adults; interviewing techniques and effective listening skills; local, state, and federal regulations relating to human and social service programs; public and private sector resources; general office practices, policies and procedures. Interpret and communicate to others rules, regulations, and guidelines prepared by state and federal agencies related to the State Long-Term Care Ombudsman Program and other aging programs; interact effectively with older adults and/or their caregivers, members of the public, and others; respond to public inquiries in a timely manner; establish and maintain effective working relationships with older individuals, community partners, volunteers, and the general public; work independently and demonstrate a high level of organization ability; analyze data; demonstrate proficiency in both oral and written communication and computer operations; work as a leader in the community to educate individuals/groups about long-term care.

Certificates and Licenses Required: Texas driver's license and available means of transportation to fulfill job responsibilities.

Closing Date: Until Filled

Please submit resume to:

Personnel Department
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