



**AREA AGENCY ON AGING
OMBUDSMAN SUPERVISOR I**

Position Summary: Under supervision of the Director of the Area Agency on Aging and with program supervision of the Office of the State Long-Term Care Ombudsman, this position provides leadership in the development, coordination, and implementation of the Oklahoma Long-Term Care Ombudsman Program. Responsibilities include receiving, investigating, and resolving complaints made by or on behalf of residents of long-term care facilities, and recruiting, training and supervising volunteers. Documentation and extensive local travel is required.

Essential Position Functions:

- 1) Receives, investigates, and resolves complaints on behalf of residents living in nursing homes, assisted living, and residential care facilities.
- 2) Recruits, screens, and trains Ombudsman volunteers. Monitor and supervise volunteers through phone, email, monthly training sessions, and visits to facilities.
- 3) Performs regularly scheduled visits to facilities for monitoring purposes.
- 4) Provides technical assistance to individuals regarding care issues and the selection of long-term care facilities. Compile, update, and distribute licensed facility directory. Also provides technical assistance to facility staff.
- 5) Publicizes the services of the Ombudsman program through community presentations, media releases, media interviews, and attendance at town hall meetings. Delivers in-service trainings to facility staff on long-term care related issues.
- 6) Serves as a consultant to community organizations and agencies by serving on advisory councils, boards, and committees.
- 7) Participates in job-related professional development/training activities including quarterly Ombudsman training.
- 8) Timely documentation of all functions required utilizing state provided reporting software.

Key Internal Contacts:

Position reports to Director, Area Agency on Aging; Coordinates activities and services with AAA Aging Planner, Information & Assistance Specialist, and Financial Monitor. Occasional contact is required with INCOG receptionist, communication director, and accounting office.

Key External Contacts:

Constant contact is required with State Ombudsman office. Regular consultation with facility administrators, residents, and family members is required to resolve complaints. Additional assistance for residents may require interaction with case managers, social workers, hospice, psychiatric hospitals, legal aid, Adult Protective Services, support programs such as Living Choice, and other related agencies. Occasional media releases and interviews will take place.

Mental Skills and Abilities:

Position requires analytical skills including the independent ability to receive, analyze and investigate complaints utilizing negotiation and mediation skills. Ability to understand the application of federal and state laws, Older Americans Act on Ombudsman program rules and regulations required. Communication skills will include public speaking, working with media, and the ability to communicate with many types of people without being judgmental. Confidentiality must be maintained at all times.

Education and Experience Requirements:

Position requires a bachelor's degree and a minimum of two years of related experience.

Certification/Licenses:

Successful completion of training program and formal certification by State Ombudsman office is required within a reasonable time after hiring. Valid Oklahoma class "D" operator's license required along with proof of current auto insurance.

Machines & Equipment Used:

Daily use of a computer, printer, occasional fax, and phone is required.

Special Position Dimensions:

Extensive travel throughout three-county service area is required using a personal vehicle. The ability to advocate for residents in challenging situations is a daily requirement for this position. All interactions concerning the well-being of residents must be kept in the highest degree of confidentiality. A cell phone is required when working out of the office.

Contact:

Please submit a cover letter and resume to INCOG Personnel Director, Two West 2nd Street, Suite 800, Tulsa, OK 74103 or incog@incog.org.