



OMBUDSMAN SPECIALIST

DEFINITION: Under the supervision of the Ombudsman Director, performs duties related to assisting families and persons needing long-term care.

I. MAJOR DUTIES

- A. Receive complaints and provide resident-centered advocacy in problem resolution and ensure appropriate follow-up by coordinating with resident representatives, families and long-term care facilities and/or refer complaint to appropriate agency which may include Department of Health, Adult Protective Services, and Public Guardian or Fiduciary with consent.
- B. Triage calls and make licensed facility visits to address resident complaints and needs and the resources available to meet these needs.
- C. Provide information and referral to resources including AHCCCS, ALTCS, social service agencies and legal services as needed.
- D. Provide resident advocacy for individuals living in long-term care facilities; assist residents to maintain their dignity, autonomy, rights and choice in everyday life and care.
- E. Provide technical support for the development of resident and family councils to protect the well-being and rights of residents; assist residents and their family to understand resident rights and facility policies and applicable regulations.

II. OTHER DUTIES

- A. Maintain records and reports on assigned cases and follow-up actions
- B. Provide reports and other statistical data on ombudsman program activities
- C. Assure confidentiality and follow proper disclosure procedures on all cases
- D. Perform “Ombudsman of the Day” duties as assigned by supervisor
- E. Perform in a manner that is supportive to the cultural needs of the population(s) served by the program or service
- F. Work with volunteers

III. QUALIFICATIONS

Minimum Bachelor's degree in social work, nursing or related field, plus three years experience with a recognized social service agency; MSW preferred. Knowledge of the long term care system and resources is also preferred; ability to drive and availability of personal vehicle; travel throughout Maricopa County; must have a valid driver's license and current vehicle insurance; must have a Level One Fingerprint Clearance Card.

The Area Agency on Aging, Region One is an equal opportunity provider and employer. It does not discriminate on the basis of race, color, age, ethnicity, religion, national origin, sexual orientation, gender identity, marital status, disability, or status as a U.S. veteran.