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 consultations, counsel families, facilities and residents in problem resolution and ensure appropriate follow-up by coordinating with long-term care facilities and/or refer complaint to appropriate agency which may include Department of Health, Adult Protective Services, Public Guardian or Fidiciary, and/or Alternatives to Guardianship Program.

B. Triage calls and make community visits to assess the person’s needs and the resources available to meet these needs

C. Make referrals to other community resources including AHCCCS, ALTCS, SAIL, 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 Ombudsmen 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. This position may 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; must have ability to 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.