

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: DOH0432754

Date Posted: 01/03/11

POSITION NO: 941251

Closing Date: 01/14/11

CLASS CODE: 3701

POSITION TITLE: Ombudsman

DEPARTMENT NAME: Navajo Area Agency on Aging

DEPARTMENT NO: 43 WORKSITE LOCATION: Window Rock, Arizona

WORKS DAYS/HOURS: POSITIVE TYPE: GRADE: N650A

Days: MON. - FRI.

Permanent:

SALARY:

Hours: 8 AM - 5 PM

Temporary:

Duration: _____ \$ 40,081.60 Per Annum

Part-Time:

No. of Hrs/Wk: 40 \$ 19.27 Per Hour

DUTIES AND RESPONSIBILITIES:

Under general supervision, performs investigative work of moderate difficulty with responsibility to receive, investigate, and resolve complaints that may adversely affect the health, safety, welfare, and rights of elderly individuals in long-term care facilities; performs related work as assigned. Incumbent shall provide a complaint resolution process within 24-48 hours of referral (related to action, inaction, or decisions of the individuals or organizations); document complaint, investigate and resolve complaints by residents of long term care facilities; conduct quarterly visitation of facilities; conduct at least one visit of facilities each year.

Promote resident & family councils; make referrals of problems to appropriate agencies; collect and analyze data; identify rights; monitor services; identify barriers (language and cultural); develop & maintain policies & procedures; ensure timely & quality service delivery and/or resolution of issues; form partnerships & network to provide resolution to issues & expand resources; attend scheduled external meetings, conference calls and trainings; complete & maintain minimum training and recertification; recruit, place, train & supervise LTC Ombudsman volunteers; use appropriate policies, procedures, reporting requirements; expand the Ombudsman volunteer base (outreach, recruitment, recognition).

QUALIFICATION REQUIREMENTS:

Education and Training:

A Bachelor's Degree in Social Work or a closely related field; and

Experience:

Two (2) years experience working with elderly clients in a long-term care facility; or an equivalent combination of education, training and experience which provides the capabilities to perform the described duties.

(To receive full credit for education/training, applicant must submit copies of college transcript, certificate, diploma, etc.)

Special Knowledge, Skills and Abilities:

Knowledge of management and analysis techniques, knowledge of program regulations and procedures, knowledge of the concerns and limitations of the elderly, knowledge of the principles and practices of eldercare, and knowledge of program compliance requirements. Skilled in interpreting program regulations and procedures, skilled in effectively presenting information, skilled in establishing and maintaining effective working relationships, skilled in recognizing the diversity of the client base for social services, skilled in exercising discretion and independent judgment/action, and skilled in communication effectively both orally and in writing. **Ability to communicate effectively in the Navajo language with elders.**

VETERANS' PREFERENCE APPLIES

THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT.

Revised: 1-15-99