OMBUDSMAN

**DEFINITION:** 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 to protect Navajo resident's rights and enhance the quality of care and quality of life of elderly individuals in long term care facilities on and off the Navajo Nation; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** This listing is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**TASKS:**
Performs case planning and management; receives and investigates complaints made by or on behalf of elderly individuals relating to such residents; provides resident advocacy; establishes case files to document complaints, complaint resolutions, advocacy issues and referrals while maintaining the confidentiality of resident issues; follows proper disclosure of information on all complaints; seeks administrative remedies to protect the health, safety, welfare and rights of the elderly residents, including the enhancement of quality of care and quality of life by conducting interviews with the residents; reviews assignments for compliance with established program regulations and procedures; visits participating long term care facilities on an on-going basis to establish relationships with staff and residents; seeks solutions to unresolved issues by meeting with facility executive staff to inform them about the unsolved complaints and to develop a plan of action to resolve the complaints that are agreeable to all parties; makes referrals to other governmental or community agencies and/or the state ombudsman office.

Acts as liaison between Division of Aging and Long Term Care (DALTC), local programs, Adult Protective Services, and other concerned agencies; secures resident's or his/her legal representative's permission to resolve complaint; attempts to resolve complaints with appropriate long term care facility staff; determines the need and recommends legal alternatives if necessary; assists in the protection of resident's rights; facilitates community awareness of and involvement in addressing resident's needs; maintains client case files and other information; collects and analyzes data related to complaints; answers inquiries requiring interpretation of the Dine' Elder Protection Program and applicable policies; conducts preventive education and provides information regarding problems and concerns of elders.

Performs administrative functions such as preparing required reports, updating data in appropriate database; meets with state long term care ombudsman office and participates in required meetings or training; updates program policy manual and contract scope of work as needed; expands program by recruiting volunteers; provides certification training for volunteers; coordinates activities within volunteers regarding long term care institutions; provides technical assistance to volunteers regarding resolving issue; maintains various records on office activities; reviews outgoing material and correspondence for internal consistency and conformance with established procedures; attends meetings.

**KNOWLEDGE, SKILLS, AND OTHER CHARACTERISTICS:**

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.
Knowledge of program compliance requirements.
Skill in interpreting program regulations and procedures.
Skill in effectively presenting information.
Skill in establishing and maintaining effective working relationships.
OMBUDSMAN

Skill in recognizing the diversity of the client base for social services.
Skill in exercising discretion and independent judgment/action.
Skill in communicating effectively both orally and in writing.
Ability to communicate effectively in the Navajo language with elders.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves a minimum of physical efforts in an office setting with frequent travel to long-term care facilities to investigate complaints.

MINIMUM QUALIFICATIONS:
- A Bachelor’s degree in Social Work, Human Services or related discipline; and two (2) years of experience working with elderly clients in a long term care facility; or an equivalent combination of education and experience.

SPECIAL REQUIREMENTS:
- A favorable background investigation.
- Possess a valid state driver’s license.

PREFERRED QUALIFICATIONS:
- A Master’s degree in Social Work.
- Two (2) years working in a long-term care facility.

Supplemental Requirements:
Incumbent must obtain a Navajo Nation Vehicle Operator’s Permit within 90 days of date of hire; and obtain Long Term Care Designation within six (6) months of date of hire.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.