

Job Title: Ombudsman Volunteer

Department: Area Agency on Aging (AAA)

Reports to: Regional Ombudsman & Elder Rights Specialist

Prepared by/Date: Program Assistant, 2/28/2014

Approved by/Date: Executive Director

Summary:

Under the direct supervision of the Regional Ombudsman, and the Elder Rights Specialist an Ombudsman Volunteer will visit licensed nursing facilities and assisted living facilities in order to establish relationships with staff and residents. Ombudsman Volunteer will be available to help resolve problems that arise in the course of daily living and respond when advocacy is needed to resolve issues of autonomy, dignity, rights or choice in everyday life care in facilities.

Essential Duties and Responsibilities:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address agency needs and changing agency practices. These specifications are intended to present a descriptive list of the range of duties performed by employees in the class and are not intended to reflect all duties performed within the job.

1. Volunteer must complete 16 hours of certification training as required by state policy.
2. Complete intake complaints.
3. Assist in the protection of resident' rights.
4. Maintain the confidentiality of client, their records and personal information. (A.R.S. 41-1959)
5. Comply with all pertinent policies and procedures set forth by WACOG Area Agency on Aging and Ombudsman program.
6. Attend monthly meetings to achieve 8 hours of in-service training per year.
7. Assist in resolving resident complaints and to responsibly represent the Ombudsman Program.
8. Visit designated long term care facilities that are assigned at least once a week, unannounced to establish relationships with residents first, and then staff.
9. Facilitate community awareness of and involvement in addressing residents needs.
10. Respond to referrals from the Ombudsman Coordinator
11. Report any serious problems immediately to the Ombudsman Coordinator.
12. Complete and turn in all required monthly paperwork accurately and in a timely manner to the Ombudsman Coordinator.
13. Assist in the recruitment and orientation of new Ombudsman Volunteers.

Time Commitment:

The Ombudsman Volunteer will need to complete all 16 hours of certification training and attend monthly meetings. The Ombudsman Volunteer will determine their ability to serve and schedule hours of service with the Ombudsman Coordinator.

Qualifications:

To perform this job, an individual must be open minded, non-judgmental, personable, ability to be fair, honest and able to work well with others. Have the ability to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge skill, demands and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Reasoning ability:

1. Ability to identify problems tactfully and diplomatically.
2. Ability to interpret a wide variety of technical instructions.
3. Ability to handle all situations with tact and remain impartial.
4. Ability to determine the true problem behind the complaint.

Required Skills, Abilities, and Knowledge:

1. Ability to be able to work with residents, staff and families.
2. Ability to be reliable, residents look forward to Ombudsman Volunteer visits.
3. Interest in and commitment to serving the elderly and or physically disabled population.
4. Ability to communicate effectively both verbally and in writing. Ability to speak Spanish is desirable.
5. Ability to be resourceful in coping with a variety of situations.
6. Ability to diligently stay with a problem until it is resolved
7. Ability to have a sense of humor in dealing with day to day concerns.
8. Ability to be sensitive to elderly residents in long-term care facilities.
9. Ability to handle all situations with tact and remain impartial.
10. Experience and demonstrated ability to work with groups and community organizations.

Physical Demands:

The duties of this position require frequent sitting, standing, bending and reaching. May require lifting or moving objects up to 25 pounds. Requires manual dexterity sufficient to operate standard office machines such as computers, copy machines, calculators, telephones and other office equipment. Requires normal range of hearing and vision.

Mental Demands:

The mental characteristics necessary to competently perform the duties of this position involve the occasional need to be creative and imaginative; ability to give, receive and analyze information; make reports; negotiate; formulate work plans; and the continuous need to be resourceful in solving problems.

Work Environment:

While performing the duties of this job, the volunteer works in nursing home facilities and assisted living facilities.

Other Qualifications:

1. Valid Arizona Driver License
2. MVR report of acceptable driving record
3. Proof of vehicle liability insurance
4. Proof of employment eligibility in accordance with Immigration Act of 1987 and subsequent revisions.
5. Level One Fingerprint Clearance as required by DES
6. Complete Criminal History Affidavit
7. Must be 18 years of age or older
8. Must pass a Request for Search of Central Registry for Background Check
9. Complete a Direct Service Position Form

Signature: _____ Date: _____

Name: _____

With my signature, I acknowledge reading the Ombudsman Volunteer job description and understand the essential duties and responsibilities of this position.

Revised By / Date: Program Assistant II, K. Waldridge; 6/27/16

Approved By/ Date: Operations Manager, K. Julle; *(Date Pending)*