



CLASS SPECIFICATION

Class Title: LTC Ombudsman
Department: Health
FLSA: Non-exempt

Class Code: 521
Eff. Date: 04/23/03
Grade: 19
Revised: 5/15/19

GENERAL PURPOSE

Under general supervision of the Senior Services Bureau Manager, acts as an advocate for residents' rights, quality of care/life for individuals in long-term care (LTC) facilities such as skilled nursing or assisted living in accordance with Federal, State, and local laws.

EXAMPLE OF DUTIES (Any one position does not include all of the duties listed; nor do the listed examples include all duties which may be found in positions of this class.)

Routinely visits long-term care (LTC) facilities to ensure that all residents are treated with dignity and respect, and patients' rights under Federal and Utah state laws are not being violated.

Receives and screens complaints and inquiries regarding LTC facilities throughout Davis County. Documents information received and makes an initial determination of violation from phone interviews. Assigns complaints to ombudsmen to be investigated. After completion of the investigation, takes action to resolve, dismiss, or refer complaint to the appropriate authority for further action.

Contacts emergency response personnel as necessary. Works with government agencies and resources to resolve complaints and problems.

Receives phone calls; provides referrals and other general information about LTC. Makes referrals to programs available through the Senior Services Division and other county, state and federal resources.

Provides training and technical assistance to all LTC facility staff and members of the community as requested. Works with facility staff, resident and family councils, family members, and administration to protect the rights, freedom from abuse, and prevent neglect and exploitation of residents.

Maintains detailed confidential records of complaints and submits reports within required timeframes. Composes, maintains and monitors correspondence and files, case records and other investigative reports and forms. Maintains program resource materials.

Updates and maintains local, state and federal data base systems.

Recruits and supervises volunteer ombudsmen. Manages the certification and training of all program staff in order to remain current and provide quality services. Maintains training logs and evaluates performance of all staff.

Maintains strict rules of confidentiality in all aspects of the program; maintains all correspondence and notes in a confidential manner during the investigation process and thereafter.

Attends State Health Department Survey team exit conferences at assigned facilities. Attends staff, committee and task force meetings as assigned.

Performs related duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

Graduation from an accredited college or university with a Bachelor's Degree in gerontology, social work, nursing, health education or closely related field plus the equivalent of (1) year of full-time experience in aging services or other human services environment, or an acceptable combination of education and experience.

2. Special Qualifications:

Must pass a criminal history background investigation, including a review in the Adult Protective Services (APS) Perpetrator registry.

Must obtain a State Ombudsman Certification within three (3) months of hire date.

Note: The LTC Ombudsman shall have no conflict of interest which would interfere with performing the function of this position including, but not limited to:

- Involvement in the licensing or certification of a LTC facility
- Facility ownership or investment interest, represented by equity, debt, or other financial relationship in a LTC facility
- Current and/or in the prior 12 months employment by, or participation in, the management of an LTC facility
- Receiving, or having the right to receive, directly or indirectly, remuneration in cash or in kind under a compensation arrangement with an owner or operator of an LTC facility

Employees driving a personal or a County vehicle for job related travel must possess a valid driver license and must operate a motor vehicle in a safe manner and in compliance with all Utah laws and regulations. New employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents). Employees driving a personal vehicle while on county business must maintain the minimum vehicle liability insurance as specified in the Utah Code.

3. **Necessary Knowledge, Skills and Abilities:**

Working knowledge of: LTC facilities and/or gerontology, long-term care, health care, legal or human services programs, advocacy, complaint and dispute resolution, mediation, or investigation.

Skill in: using applicable computer hardware and software including email management, digital calendars, data entry, spreadsheets, presentation programs and word editing. Skill in problem solving; complaint and dispute resolution; and consumer education.

This position may require the driving of a motor vehicle; skill in operating a motor vehicle in a safe manner; ability to insure motor vehicle is operating in a safe manner; knowledge of Utah motor vehicle rules and regulations.

Ability to: relate well with people with disabilities, older adults and their family members; conduct research via the internet and make oral presentations to groups.

Approval Information:

Date:	5/17/2019
Department Approval:	Kristy Cottrell
HR Generalist Approval:	Hollie Holley
Classification Approval:	Marina Brito