**egional Ombudsman Coordinator**

**Position Description**

**Job Title:** Regional Ombudsman Coordinator (ROC)

**Reports To:** Regional Ombudsman Program Director

**Supervises:** Ombudsman Volunteers

**FLSA Classification:**

**Job Summary:** Promote and protect the rights, dignity, safety, and quality of life of residents in long-term care facilities. Assist residents to address and resolve issues to their satisfaction. Act as a mediator to residents, families, and facility staff in order to help resolve resident complaints. Serve as a communication link between residents and staff, becoming a relied-upon source of information and assistance, benefiting everyone involved.

**Essential Job Functions:**

* Identify, investigate and resolve complaints.
* Provide services to protect residents and their interests.
* Provide timely access to Program services.
* Provide technical support to resident and family councils.
* Ensures all long-term care facilities in the ombudsman’s coverage area are visited no less than 2 times during a reporting year, and preferably 4 times a reporting year, if the facility does not have a volunteer visiting on a more regular basis.
* Provide information and assistance regarding long-term care issues and the needs and rights of residents.
* Provide community education programs to inform groups about the Long-Term Care Ombudsman Program and resident rights.
* Provide educational in-services to long-term care community staff.
* Ensure the proper management of files, resident records, and other information of the Program including information maintained by the Office pertaining to the cases and activities of the Program.
* Enter case documentation into the Missouri Ombudsman Electronic Reporting System in a timely manner (within 30 days of case closure).
* Accepts policy and program supervision from the State Ombudsman Office. Completes required training to become a Certified Ombudsman as required by the Ombudsman Final Rule. Attends continuing education provided by the State Ombudsman Office and other approved sources.
* Perform the duties of the Ombudsman Program according to the Ombudsman Code of Ethics and the Missouri Program and Policy Manual.
* Recruits, selects, trains, assigns, evaluates and provides ongoing direct supervision to assigned volunteer ombudsmen in the program. Provides day to day support consultation and information to volunteers as needed.
* Monitor volunteers in face-to-face meetings at least twice (2x) a year.
* Comply with all state and federal regulations as related to LTCOP.
* Other duties as assigned.

**Prerequisites:**

**Education:** Graduated from and accredited college or university with a Bachelor’s Degree in Human Services, Nursing, Social Work, Psychology, Long Term Care, Public or Business Administration, Gerontology, Education or a closely related field.

**Experience:** Should be able to provide accurate detailed reports. Requires experience in public speaking. Should demonstrate experience in long-term services and supports or other direct services for older persons or individuals with disabilities. Must have negotiation and problem resolution skills.

**Physical:** Moderate physical activity required. Must be able to stand, walk, and climb stairs. Requires ability to operate motor vehicle. Must be able to lift 25 pounds and occasionally up to 50 pounds. Subject to repetitive motions such as typing. Job requires extensive communication skills which include the ability to hear so that verbal communication can be received, understood and acted upon. Requires the ability to see clearly printed material, and to see objects at a far distance. Job requires extensive use of computer, necessitating use of fingers in coordinated manner.

**Travel:** Requires moderate amount of day travel within region and occasional travel outside of the region. Must have current motor vehicle operations license, proof of automobile insurance and reliable transportation.

**Conflict of Interest:** Be free of un-remedied conflicts of interest.

**Legal:** Successfully pass Family Care Safety Registry background checks.