



CERTIFIED OMBUDSMAN JOB DESCRIPTION

MAJOR RESPONSIBILITIES: Certified Ombudsmen are resident advocates who investigate and resolve complaints in order to protect the rights, dignity and safety of residents of nursing facilities, residential care facilities, adult foster care homes and assisted living facilities.

SPECIFIC DUTIES:

- ☛ Visit with residents, identifying complaints and concerns.
- ☛ Monitor resident care, staffing and building facilities.
- ☛ Investigate complaints.
- ☛ Work with facility staff to correct problems, using a continuum of problem resolution and advocacy skills.
- ☛ Report all apparent cases of abuse as required by program policy and procedure.
- ☛ Submit reports monthly.
- ☛ Maintain communication with the Office of the Long Term Care Ombudsman.
- ☛ Promote respect and rapport between residents, facility staff and Ombudsman Program.
- ☛ Inform residents, families and facility staff about residents' rights.
- ☛ Maintain confidentiality as required by law.

QUALIFICATIONS AND SKILLS: Good communication and problem-solving skills. Must be assertive and objective, dependable and reliable. Must be 21 years of age or older.

TRAINING AND BENEFITS: Must complete six days of initial training before being certified. Must attend ten hours of continuing education sessions annually.

TIME COMMITMENT: A minimum of ten hours each month, and a one year commitment. Ombudsman visit assigned Nursing homes, residential care facilities and assisted living facilities every one to two weeks and adult foster care homes every two to four weeks.

HOURS: Flexible

OMBUDSMAN MISSION AND PHILOSOPHY

The mission of the Office of the Long-Term Care Ombudsman is to enhance the quality of life; improve the level of care; protect the individual rights and promote dignity of each Oregon citizen housed in a long term care facility.

Pursuant to ORS 441.100-153, each Certified Ombudsman has legislative authority to enter into a long-term care facility and approach staff and residents to fulfill the program mission. Ombudsmen are lawfully obligated to respond to all complaints made by or for residents; protect and promote residents' rights, and keep residents and providers informed of the program's objectives and concerns, and keep residents and providers informed of the program's objectives and concerns. The Ombudsman Program monitors the development and implementation of federal, state and local laws, regulations and policies that relate to long-term care facilities throughout the state.

Whenever possible, Certified Ombudsmen try to solve problems informally with the appropriate, lowest level of facility management, while higher levels of management are involved if necessary. The provider's inability or unwillingness to solve the problem at the facility level may result in a referral to outside agencies for investigation and follow-up enforcement action if necessary.

Though Ombudsmen must be professional, impartial, and fair in pursuit of their mission, they are first and foremost resident advocates and will approach every problem from this essential perspective.

Ombudsmen strive to become the eyes, ears and voices for long-term care facility residents; they seek to encourage self direction and autonomy among long-term care residents and strive to remove barriers to quality care.

CONFLICT OF INTEREST STATEMENT

Oregon Administrative Rules: Chapter 114, Division 2 - Long Term Care Ombudsman

114-02-101 (4) "Conflict of interest with the Ombudsman Program" means that a situation exists where an individual's personal interests may adversely influence the individual's decisions relating to the Ombudsman Program, except that a person presently residing in a long term care facility shall not have a conflict of interest with the Ombudsman Program. A conflict of interest with the Ombudsman Program exists when:

- a. A person or a member of the person's immediate family has any financial or ownership interests in a long term care facility or is employed by a long term care facility;
- b. A person is an employee, agent, or officer of an Area Agency on Aging, type B, or the local State office of the Senior Services Division;
- c. A person has been employed by a long term care facility within the last two years.