

**Job Description: AREA AGENCY ON AGING OMBUDSMAN  
PROGRAM ADMINISTRATIVE ASSISTANT**

**CLASS NO.** 617

**EEOC CATEGORY:** Office and Clerical

**PAY GROUP:** 5/6

**FLSA:** Non-Exempt

**SUMMARY OF POSITION**

Provides moderately complex assistance to the Long-Term Care Ombudsman program. Work involves serving as a liaison between nursing and assisted living facilities, their residents and families assisting them in resolving conflicts. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

**ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Managing Local Ombudsman and Area Agency on Aging Director.
2. **Directs:** This is a non-supervisory position.
3. **Other:** Has contact with residents of long-term care facilities, their families, organizations for the elderly, representatives of State agencies and the general public.

**EXAMPLES OF WORK**

Visits nursing and assisted living facilities in the region serving as a liaison between the facility, the residents and their families to facilitate the best possible quality of life for the residents;

Receives and processes complaints through independent investigations;

Responds to requests for information and provides consultations to facility staff, residents and the public;

Maintains records in accordance with applicable rules, regulation, policies and procedures, including protecting the identity, confidentiality and privacy of clients and/or their representatives;

Records all program activities utilizing statewide database;

Assists with developing in-service education/training, planning and conducting programs;

Maintains volunteer files in a highly organized manner;

Assists with volunteer recruitment;

Maintains a directory for all licensed long-term care facilities in the region and establishes working relationships with the administrators of assigned facilities;

Provides information and education regarding long-term care system and the rights and concerns of residents and potential residents to long-term care facilities, resident's families, community groups and the general public;

Participates in Long-Term Care Regulatory fair hearings and surveys in long-term care facilities in the region; and

Attends educational seminars concerning the elderly and maintains close contact with the other involved State agencies.

### **OTHER IMPORTANT DUTIES\***

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* Local, State and Federal laws and regulations relevant to the program, area; basic knowledge of the process of aging and aging programs; computer systems including the Windows environment and operating software such as Microsoft Word and Excel;

*Skill/Ability to:* Interpret and communicate to others rules, regulations and guidelines prepared by State and Federal agencies relating to aging programs; interview and interact effectively with older adults or their representative, members of the public and others who interact with the agency; respond to public inquiries in a timely manner; exhibit organization skills; maintain an effective working relationships with older people, citizen groups, volunteers and the general public; work independently and in a team setting; demonstrate proficiency in both oral and written communication; operate office equipment and standard or specialized software.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Bachelor's degree in social services or related field;

or high school graduation, or its equivalent, plus at least two years of aging experience;

or any equivalent combination of experience and training that provides required knowledge, skills and abilities.

Bilingual is highly preferred.

### **CERTIFICATES AND LICENSES REQUIRED**

Obtain Ombudsman Certification from the State Long Term Care Ombudsman Program within 3 months of employment;

Pass a criminal history check; and

Appropriate Texas driver's license or available alternate means of transportation.

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\*For the purpose of compliance with the Americans with Disabilities Act (ADA)