



COUNTY OF LAKE
invites applications for the position of:

EXTRA HELP LONG-TERM CARE OMBUDSMAN

SALARY: \$ 22.38 per Hour

The Social Services Department is seeking an Extra Help Long-Term Care Ombudsman (Full job description, including minimum requirements are below). This Extra Help position is limited to no more than 25 hours per week and no more than 900 hours per year. Incumbents are paid only for hours worked, and are only entitled to legally mandated benefits, which does not include paid vacation or holidays. Extra help employees do not have status with the County.

Work location is with the Department of Social Services, Lake County Housing Commission and Area Agency on Aging, in Lower Lake.

Please complete a hard copy application, available on the County website, the Human Resources Department, or the Lake County Housing Commission and indicate "Long-Term Care Ombudsman" as the title of the position on the application.

Applications may be submitted in person or by mail to the below addresses

Human Resources Department, 255 North Forbes St, Lakeport, CA 95453.

OR

Lake County Housing Commission and Area Agency on Aging, 16170 Main Street, Suite F, Lower Lake CA 95457

Or

Mail to: PO Box 9000 Lower Lake CA 95457

EXTRA HELP LONG-TERM CARE OMBUDSMAN

DEFINITION

Under general supervision, performs a variety of day-to-day ombudsman functions related to the Ombudsman Program; coordinates volunteer activities for the Ombudsman Program; provides ongoing program analysis and support of the Ombudsman Program operations, including planning and program development; assists with complaint investigations; prepares required Area Agency on Aging and Ombudsman Program statistics; serves as a liaison between various stakeholders; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a unique, specialized classification that performs a variety of tasks related to the Area Agency on Aging and Ombudsman Program. Incumbents are responsible for performing a variety of day-to-day ombudsman functions related to the Ombudsman Program, including traveling to various long-term care facilities to investigate complaints. Incumbents also perform a variety of functions and activities related to the coordination of volunteers for the Ombudsman Program, which is a volunteer-based program designed to assist older individuals residing in long-term care facilities in the assertion of their civil and human rights.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from supervisory or management staff, depending on areas of work assignments.

EXAMPLES OF ESSENTIAL DUTIES

Class specifications are intended to present a descriptive list of the scope of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

- Provides a variety of day-to-day ombudsman functions at various long-term care facilities.
- Visits long-term care facilities on a regular basis.
- Investigates complaints and abuse cases, attempting to resolve the complaint and contacting appropriate licensing agencies as needed.
- Serves as a witness for the Durable Power of Attorney for Health Care.
- Assists with pre-placement consultations and coordinates communications with all stakeholders.
- Coordinates volunteer ombudsman activities, including recruitment, training, monitoring, evaluating, and assigning ombudsman to various facilities.
- Serves as a liaison between facilities and assigned ombudsman.
- Facilitates support groups and training for volunteers.
- Obtains information for and completes the required Department of Social Services and state reports, questionnaires, surveys, and related information requests.
- Maintains a variety of files and computer databases related to the program.
- Assists with data and information gathering requirements of program operations including, but not limited to, client demographic data, staff and client surveys, information from other agencies, and internal department sources.
- Serves as the Ombudsman Program representative on committees, task forces, and/or councils representing the needs of elderly and disabled adults.
- Attends and prepares material for meetings, trainings, and/or conferences, as assigned.
- Participates in ongoing program analysis and support.
- Assists in the development of policies and procedures; prepares statistical reports; coordinates communication with relevant stakeholders.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles of lead direction, work coordination, and training.
- Functions, principles, and operations of public social services programs.
- Federal, state, and local laws, rules, and regulations governing services for seniors and people with disabilities.
- Community resources available for seniors and people with disabilities.

- Best practices in mediation and intermediary services.
- Policies, procedures, and programs of the department of social services.
- Research and information gathering methods and procedures.
- Socio-economic conditions and trends.
- Goals, and purposes, and general principles of public assistance and social services programs.
- Customer service principles and techniques.
- Written and oral communications skills.
- Proper English spelling, grammar, and punctuation.
- Computers and software programs (e.g., Microsoft software applications) to conduct research, assess information, and/or prepare documentation.
- Principles and techniques for working with groups and fostering effective team interaction.

Ability to:

- Provide lead direction, work coordination, and training.
- Gather information and draw appropriate conclusions.
- Effectively gain the trust of residents in long-term care facilities, serving as a trusted intermediary between clients and long-term care facilities and/or other agencies.
- Provide effective mediation between various stakeholders.
- Read, interpret, explain, and apply a variety of federal, state, and County rules, regulations, policies, and procedures.
- Collect, organize, and evaluate data, drawing logical conclusions, and making appropriate recommendations.
- Assist in the development, revision, and implementation of departmental policies and procedures.
- Define organizational, procedural, and resource allocation problems.
- Prepare clear, concise, and complete reports, correspondence, directives, and manuals.
- Review, analyze, and evaluate situations and problems independently, and respond appropriately.
- Communicate clearly and concisely, both orally (including in group and individual settings) and in writing.
- Effectively communicate with people from diverse ethnic and cultural backgrounds.
- Work independently and accept increasing responsibility.
- Collect, interpret, and evaluate narrative and statistical data.
- Regularly work well under pressure, meeting multiple and sometimes conflicting deadlines.
- Utilize a computer, relevant software applications, and/or other equipment as assigned to perform a variety of work tasks.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Licensing and Certifications:

Possession of, or ability to obtain, an appropriate valid California Driver's License.

Successful completion of Ombudsman Certification Training to become certified as a State Long-Term Care Ombudsman within 90 days of appointment.

Incumbent must maintain compliance with California mandated certification and training requirements for this position.

Education and Experience:

Two (2) years of full-time administrative or analytical experience in a public or private social service agency in a position that required analysis, interpretation and implementation of complex rules and regulations.

OR

Two (2) years of full-time experience in a public or private social services agency providing casework services to an elderly, disabled, or disadvantaged population in a position that required independent analysis, interpretation, and implementation of complex rules and regulations.

Additional directly related education and/or experience may be substituted.

WORKING CONDITIONS, ADA, AND OTHER REQUIREMENTS

The County of Lake is an equal opportunity employer and will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Incumbents generally work partially in an office environment with moderate noise levels and controlled temperature conditions and partially in the field. As such, incumbents may have occasional exposure to loud noise levels, cold and hot temperatures, inclement weather conditions, and direct exposure to hazardous physical conditions. Incumbents may also be subject to clients or members of the public afflicted with behavioral disorders or who are under emotionally stressful conditions.

Positions in this class typically require: sitting, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Light Work: Exerting up to 25 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.

Positions in this class require local and statewide travel as necessary.

A successful candidate will be required to submit to and pass a background check prior to the appointment. Depending upon the position and/or assigned department, the background check may include but is not limited to civil and criminal history check, reference check, Live Scan, and/or credit check (as allowed under state law).

Disaster Service Workers: As members of the County of Lake Emergency Services Organization, all Lake County employees are designated as Disaster Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and / or County.

The contents of this class specification shall not be construed to constitute any expressed or implied warranty or guarantee, nor shall it constitute a contract of employment. The County of Lake assumes no responsibility beyond the general accuracy of the document, nor does it assume responsibility for any errors or omissions in the

information contained herein. The contents of this specification may be modified or revoked without notice. Terms and conditions of employment are determined through a “meet and confer” process and are subject to the Memorandum of Understanding currently in effect.