



Pikes Peak Area
Council of Governments
Communities Working Together

JOB DESCRIPTION

Ombudsman

Hiring Salary Range: \$47,034-\$54,750

(Grade 30 Full Annual Salary: \$47,034 - \$63,385)

Open Until Filled

Pikes Peak Area Council of Governments (PPACG) will not sponsor applicants for H-1B Work Visas.

To apply for the position, please complete an application and send it to Barb Watson at the address listed below. An application can be found at www.ppacg.org; there's a link at the bottom of the page for HR/Employment.

Barb Watson, Human Resources Manager
Pikes Peak Area Council of Governments
15 S. 7th Street
Colorado Springs, CO 80905
EMAIL: bwatson@ppacg.org
Fax: 719-301-4986

Benefits:

- Sick Time
- Vacation Time
- Holiday
- Medical Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Short-Term and Long-Term Disability Insurances
- Hospital Indemnity Insurance
- Flexible Spending Account
- Vacation Buy
- Retirement Plan

This is an exempt position with the Pikes Peak Area Council of Governments Area Agency on Aging (PPACG AAA). The Long-Term Care Ombudsman has a sincere interest in promoting the well-being and protecting the rights of those who currently reside in long-term care facilities in the Pikes Peak Region. The major functions of the position include providing confidential assistance to residents of long-term care facilities; acting as a resident-directed advocate and source of information and referral; conducting community consultations; assisting in the resolution of concerns and critical situations of residents and/or their responsible parties and providing promotional work, including advocacy for needed improvements in policies and legislation, informing the community of the needs of residents in long term care. In addition, the Ombudsman program advocates for needed improvements in policies and legislation affecting long-term care.

Duties include, but are not limited to

- Provides confidential advocacy and maintains confidentiality for residents while conducting appropriate fact-finding investigations in order to better understand an issue from all perspectives but

maintaining allegiance to the resident. Maintains follow up to determine outcome and if further assistance is needed.

- Maintains an ability to work cooperatively with people who live in long-term care facilities. Must be skilled at having difficult conversations yet maintain the ability to develop effective working relationships with residents, family members, facility administrators, local departments of social services, law enforcement and mental health agencies, councils on aging, state surveyors and others involved with long-term care issues.
- Informs residents, family members, staff and other interested parties about residents' rights, community services available to them, laws, regulations, and standards that govern long-term care facilities, and good health and safety practices.
- Seeks out hard-to-reach residents of long-term care facilities and provides resident-directed advocacy. Gathers information and complaints during unscheduled compliance visits.
- Establishes relationships with residents and Resident Council Presidents. Attends Resident Council and Family Council meetings when appropriate. Assist residents and their families and friends to be actively involved in their care and treatment through Resident and Family councils.
- Immediately report all actual or suspected incidents of abuse and neglect to the Regional Long-Term Care Ombudsman.
- Maintain current electronic records of contact with residents and visits to facilities by maintaining records in accordance with guidelines of the PPACG AAA Ombudsman program and the Colorado State Long-Term Care Ombudsman Program.
- Provides referrals to other resources, whenever possible and appropriate. Responds to a high volume of calls covering complaints, requests for information, and technical assistance to community, facility staff, members of the public.
- Develops and participates in special projects, emphasizing local and regional involvement and collaboration, to address critical long-term care issues. Provides resident rights training and attends resident council meetings when appropriate; promotes elder abuse awareness and other issues pertaining to seniors in long-term care communities as requested; attend advisory boards and community groups as appropriate.
- Stays abreast of laws, regulations, policies, procedures, and actions affecting older citizens and long-term care facilities; attends yearly Ombudsman certification training and other trainings as needed.
- Performs other related duties as assigned.

Supervisor

PPACG AAA Director

Required Education and Experience

1. Bachelors' degree in social work, or related human service field and a minimum of two years' experience with aging, long-term care, or related field; or an equivalent combination of education and experience.
2. May have commensurate work experience of at least four years in lieu of a degree.

Special Requirements

Candidates must practice diplomacy and empathy; ability to take direction and instruction from supervisor; excellent listening, speaking, and writing skills; ability to understand basic medical terms, statutes, regulations, and policies; ability to effectively communicate with and advocate for individuals with physical, cognitive and mental health limitations.

Ability and willingness to successfully complete and maintain the requirements for the Long-Term Care Ombudsman certification. Candidates should have no conflict of interest with Ombudsman statutes. Possession of a valid Colorado Driver's license and vehicle insurance. Must have access to a car on a regular basis for the performance of work functions.

One of the requirements of the Ombudsman position is to become certified by the State Long-Term Ombudsman office. An element of the certification process is to ensure that there are no conflicts of interest. Read the Conflict of Interest statement below and confirm that you do not have a conflict of interest.

Conflict of Interest Statement

1. I do not have any personal relationships with clients, family members, or facility staff that could affect my impartiality.
2. I shall not be assigned to a facility in which an immediate family member resides.
3. Neither I, nor my immediate family members, have direct involvement in licensing or certification of a long-term care facility or provider of long-term care services.
4. Neither I, nor my immediate family members, have an ownership or investment interest, represented by equity, debt or other financial relationship, in a long-term care facility or a long-term care service agency.
5. Neither I, nor my immediate family members, have been employed by or participated in the management of a long-term care facility within the past twelve (12) months and shall not receive nor have the right to receive, directly or indirectly, remuneration, in cash or in kind, under a compensation arrangement with an owner or operator of a long-term care facility.
6. I shall not accept any money, gift, gratuity, or any other consideration from a long-term care facility, provider of long-term care services, resident, or resident representative. If such is offered, I will refer the individual to the Area Agency on Aging.
7. I shall not provide services that have conflicting responsibilities to any resident of a facility in which I serve as the ombudsman, such as providing:
 - Adult protective services; discharge planning or case management, including single entry point case management; Witness or agent to a power of attorney, CPR Directive, or other legal documents; guardianship, conservatorship, representative payee, or medical proxy services.
8. I shall not serve as a voting member of an ethics committee that makes medical decisions for residents.
9. I shall not use my position to promote any personal current or future business dealings with any long-term care staff, residents, or their family members.