

MOLLY'S ANGELS AND NAPA/SOLANO AREA AGENCY ON AGING

Job Description Long-Term Care Ombudsman Program Coordinator

DATE OF ISSUE: JANUARY 27, 2020

CLASSIFICATION: Full Time

LOCATION: NAPA COUNTY

AGENCY DESCRIPTION:

Molly's Angels provides transportation and support services for Napa County seniors to ensure independent living with confidence, dignity, and integrity.

NAPA/SOLANO AREA AGENCY ON AGING DESCRIPTION:

Napa/Solano Area Agency on Aging (N/S AAA) contracts with Molly's Angels to provide the Long-Term Care Ombudsman Program services to people living in Napa County. The mission of the N/S AAA is to create and support opportunities that enhance the lives of older adults and their families to be safe, healthy, and independent.

PROGRAM DESCRIPTION:

The Long-Term Care Ombudsman Program (LTCOP) provides advocacy and assistance to older adults and dependent adults residing in long-term care facilities within Napa County. Services are provided by paid staff and volunteers certified by the Office of the State Long-Term Care Ombudsman (OSLTCO). The primary activity of the LTCOP is to support county residents living in licensed long-term care settings by attempting to resolve concerns and complaints about their care and quality of life.

POSITION SUMMARY:

Under administrative direction from Molly's Angels the Ombudsman Program Coordinator has primary responsibility for the overall management and day-to-day operations of the Long-Term Care Ombudsman Program, including supervision of all paid staff and volunteers. The Coordinator must ensure compliance with laws, regulations and policies and procedures required by the federal Older Americans Act, the Older Californians Act, the OSLTCO, and N/S AAA.

DUTIES:

- Supervise the activities of all Ombudsman representatives (staff and volunteers).
- Create and maintain a plan for recruitment, screening, training, supervision, and retention of volunteers; provide at least annual recruiting, training, and certification opportunity for potential volunteers.
- Create and maintain a plan for individual and group recognition of service and accomplishments throughout the year; provide an annual volunteer recognition activity with input from volunteers.

- Determine budget priorities, participate in budget preparation and be regularly informed during each funding cycle about the status of program allocations and expenditure or the need for budget adjustments.
- Coordinate and share information with the OSLTCO and N/S AAA.
- Notify the OSLTCO assigned program analyst about: staffing changes, complex cases, situations with potential legal implications, emerging issues and patterns with statewide impact.
- Consult with the OSLTCO assigned program analyst about: confidentiality provisions, conflict of interest, laws and regulations governing the program and LTC facilities, issues with Ombudsman representatives, and any other program issues.
- Ensure that program staff and volunteers comply with all confidentiality laws.
- Training and Certification: Conduct regular meetings with staff and volunteers to provide opportunities for case review, education and training, and to transmit information from the OSLTCO.
- Assure and document certification requirements for all paid and volunteer Ombudsman representatives, including 36 hours of certification training, mentored field service with an experienced Ombudsman, and annual continuing education hours.
- Ensure completion of criminal background clearance for all Ombudsman applicants prior to certification; follow the OSLTCO policy on certification and decertification as specified in the California Department of Aging's Program Memo PM 12-05(P).
- Facility Coverage:
 - Establish and maintain a regular and ongoing presence of Ombudsman representative in skilled nursing facilities, intermediate care facilities, and residential care facilities for the elderly.
 - Develop and maintain a current facility coverage plan outlining Ombudsman presence; the plan shall match the local area and needs.
 - Maintain facility files which include appropriate materials for use by the program and has a basis for informing the public about the facility.
- Complaint Management:
 - Ensure the appropriate receipt, investigation, documentation and resolution of complaints made by, and on behalf of, LTC facility residents.
 - Develop and maintain a policy for complaint management that incorporates the current policies of the OSLTCO.
 - Coordinate with other agencies as necessary in responding to complaints, such as the local offices of the Department of Social Services, Community Care Licensing Division; the Department of Public Health, Licensing and Certification Program; Department of Justice, Bureau of Medi-Cal Fraud and Elder Abuse; and/or local law enforcement.
- Ensure that LTC facility residents have regular and timely access to Ombudsman services and receive timely responses to their complaints; designate at least one alternate certified Ombudsman representative to be available at all times to take after-hours referrals from the state's 24-hour CRISISline operators.
- Comply with data reporting requirements as described in the National Ombudsman Reporting System (NORS) and the OSLTCO; Ombudsman Data Integration Network (ODIN) reporting system.

- Develop adequate resources to assist LTC residents, their families and friends, care providers, and members of the community with information about available community resources, residents' rights, and other LTC issues.
- Train and register Ombudsman representatives in the witnessing of Advance Health Care Directives and property transfers; witnessing services will be provided as requested for resident of skilled nursing facilities and other long-term health-care facilities, respectively.
- Additional responsibilities as resources and program priorities permit:
 - Assist residents and their families in the development of family councils and participate in resident council meetings, as requested by residents.
 - Attend Citation Review Conferences to advocate for residents when requested.
 - Provide public information to interested persons about local LTC facilities and how to select an appropriate facility.
- Elder Abuse Prevention: Activities include elder abuse prevention training sessions, distribution of educational materials, and system development activities; mandated reporting responsibilities.
- Coordinated System Development: participate in local system development activities such as participation in the local Multi-Disciplinary Team (MDT), the Fiduciary Abuse Specialist Team (FAST), and the Elder Death Review Team (EDRT).

QUALIFICATIONS:

- Experience in management or leadership of community programs/organizations
- Experience with investigative or conflict resolution services.
- Knowledge of gerontology and aging programs, including the Older Americans Act, and Older Californians Act.
- Knowledge and experience in the field of Long-term care, including laws and regulations governing LTC facilities.
- Experience in recruiting, screening, training, and retaining volunteers.
- Interest and commitment to services to older adults; general understanding of the normal aging process and of the common needs/concerns of older adults age 60-100 and their partners or family caregivers.
- Participation in design and implementation of program policies and procedures.
- Experience working with a diverse population including people with various disabilities, older adults and their families.
- Experience in gathering, categorizing, processing, and analyzing data efficiently and accurately.

REQUIREMENTS:

In order to provide essential leadership and motivation to LTC Ombudsman staff and volunteers, the Coordinator must:

- Apply for and receive a criminal background clearance from the California Department of Justice (CA DOJ) and the Federal Bureau of Investigation (FBI).
- Be free of conflicts of interest.
- Complete the requisite 36 hours of OSLTCO Ombudsman Certification Training and be granted certification by the State LTC Ombudsman.
- After the hiring agency decides on a candidate for LTCOP Coordinator, work with the sponsoring agency to apply for Program Coordination designation by the State LTC Ombudsman.

- Attend the New Coordinator Training provided by the Office of the State Long-Term Care Ombudsman (OSLTCO).
- Attend biannual training conferences and other sponsored activities for LTCOP Coordinators as directed by the State LTC Ombudsman.

EDUCATION:

- Bachelor's degree preferred with major course work in gerontology, social work, social planning, or related field.

SKILLS REQUIRED:

- Computer skills to maintain and report data, work with web-based systems, and use Microsoft Office products such as Word, Excel, Access, Outlook and PowerPoint.
- Excellent verbal and written communication and strong interpersonal skills.
- Strong analytical, critical thinking and decision-making skills.
- Ability to prioritize multiple tasks and meet deadlines.

ADDITIONAL REQUIREMENTS:

- Must be a certified LTC Ombudsman or eligible for and able to complete OSLTCO requirements to obtain certification from the State Long-Term Care Ombudsman.
- Possession of valid California driver's license; access to vehicle.
- Proof of automobile liability insurance.
- Willingness to travel within the Napa County planning and service area.
- Willingness to attend training relative to duties assigned by the Office of the State LTC Ombudsman or sponsoring agency.
- Willingness to work additional hours occasionally as required to meet residents' needs, or program deadlines.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is generally required to sit, use hands, type, write reports, and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, walk, stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus, and ability to see color.

SALARY: \$50,000 annual.

Send Resume and cover letter to:

Elaine Clark
Napa/Solano Area Agency on Aging
275 Beck Avenue
Fairfield, CA 94533

No phone calls.