

**IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼**  
**HUMAN RESOURCES ENTERPRISE**  
**LONG TERM CARE OMBUDSMAN**

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**DEFINITION**

Performs advocacy work for persons living in long term care and assisted living facilities; identifies/investigates complaints made by or on behalf of residents and attempts to resolve with facilities; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

Investigates complaints made by, or on behalf of, residents in long-term care or assisted living facilities; interviews staff and residents, reviews medical/treatment records or other facility records and works with facility staff to resolve complaints; plans, organizes and conducts investigations, and adapts investigative methods, techniques and procedures to specific situations.

Interprets state and federal laws, rules and regulations relating to long-term care.

Prepares detailed records on the investigation and disposition of complaints and cases and maintains all required records and statistical information.

Monitors, observes and evaluates food service, laundry, housekeeping, maintenance, drug administration, care plans and related medical/treatment records in long-term care/assisted living facilities.

Answers questions and provides information and technical assistance to residents, family, facility staff and the general public about long term care and assisted living facilities.

Conducts in-service training to nursing facility staff on resident rights, the ombudsman program and other topics as requested; makes formal presentations to other groups as assigned.

Serves on interdepartmental work teams and represent the agency in work groups; compiles statistics and collects/documents long term care information from the internet or other sources.

**COMPETENCIES REQUIRED**

Knowledge of proper long term care ombudsman interview/investigation techniques and practices.

Knowledge of legal confidentiality requirements of medical/treatment records.

Knowledge of ombudsman practices and procedures/advocacy for resident rights.

Knowledge of elder care facilities and services.

Knowledge of food safety standards/sanitation practices in long term care facilities.

Ability to use resolution/negotiation procedures in the complaint process.

Ability to speak in public to small or large groups.

Ability to work in a team environment.

Ability to manage multiple tasks in an organized fashion.

Ability to work in a self-directed setting.

Ability to apply and interpret state and federal laws, rules and regulations relating to long-term care.

Ability to operate/utilize computerized long term care ombudsmen data based systems and complete documentation in a timely manner.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing polite, quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Graduation from an accredited college or university with a Bachelor's Degree in Human Services, Nursing, Social Work, Psychology, or Long Term Care;

OR

an equivalent combination of experience and education substituting one year of the required full-time professional/technical experience in long term care for each year (30 semester hours) of the required education to a maximum of two years.

#### **SPECIAL REQUIREMENT**

Applicants for positions in the Office of the State Long Term Care Ombudsman must sign a statement showing they have no conflict of interest as indicated in the Older Americans Act.

#### **NOTE**

Must possess a valid driver's license and proof of motor vehicle insurance.

Extensive overnight travel required.

Effective Date: 07/12 BR