

Ombudsman Program and Outreach Specialist Tompkins County

Department: Office for the Aging

Classification: Competitive

Labor Grade: 10

By: AG, Commissioner of Personnel

MINIMUM QUALIFICATIONS:

(a) Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelors Degree **AND** one year of full-time paid (or the equivalent part-time and/or volunteer) experience in community health services, human services, social work, counseling, or a work placement-related service field; **OR**

(b) Graduation from a regionally accredited or New York State registered two-year college with an Associates Degree **AND** three years of full-time paid (or the equivalent part-time and/or volunteer) experience in community health services, human services, social work, counseling, or a work placement-related service field; **OR**

(c) Any combination of training and experience equal to or greater than that described in (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

SPECIAL REQUIREMENTS:

1. The applicant must possess a valid New York State driver's license at time of application and maintain such license for the duration of employment.
2. A satisfactory background check is required.
3. Must successfully complete NY Long Term Care Ombudsman Certification within one year of appointment and maintain such certification for the duration of employment.

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for providing outreach, training and event planning, volunteer recruitment, facility coverage and reporting as required for the Long Term Care Ombudsman Program. The Long Term Care Ombudsman Program is one in which volunteers are trained to advocate for or on behalf of residents of long term care facilities. Currently in Chemung, Schuyler and Tompkins Counties, there are 10 skilled nursing facilities with 1,200 residents and 13 board and care facilities with 641 residents, all of which fall under the responsibility of the Long Term Care Ombudsman Program. An incumbent may perform tasks at the Tompkins County Office for the Aging or at long term care facilities throughout Chemung, Schuyler and Tompkins Counties. The work is performed under direct supervision of an Aging Service Specialist. Supervision may be exercised over the work of volunteers at various locations. An incumbent may respond to complaints of residents of LTC Facilities and/or their families when a volunteer is unavailable. Therefore, the employee may be exposed to distressing human situations. Considerable interpersonal skills will be necessary to address these situations. Internal contacts are with COFA employees. External contacts are with LTC Facilities staff and NYS Department of Health and NYS Office for the Aging as it relates to the development and administration of the program. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Provides public presentations and engages in community outreach and networking to recruit volunteers for the Long Term Care Ombudsman Program. Such outreach will take place through aging services agencies, volunteer organizations, faith communities and civic groups in Chemung, Schuyler and Tompkins Counties;
- Responds to concerns of residents of long term care facilities, or their family, friends, or legal representative, as necessary when a volunteer is unavailable. This may include phone consultations, facility visits, meeting with residents and/or facility staff. Strict confidentiality is required; Considerable judgment and interpersonal skills may be required to discern the root of the issue and the most appropriate means for resolving the issue within the role and guidelines of the LTC Ombudsman Program. Must be able to research and refer to regulations of the NYS Department of Health and Office of Children and Family Services and other regulatory authorities as appropriate.
- Prepares and submits documentation for program related activities in accordance with the requirements established by the New York State Office of the Long Term Care Ombudsman;

- Assists and consults with volunteers on resident issues and required documentation;
- Assists in organizing and convening meetings with volunteers, including volunteer appreciation activities, preparation of materials for in-service training, and arranging speakers when appropriate;
- Assists in organizing annual certification training for volunteers, including finding suitable venues, preparing materials, providing and scheduling speakers;
- Attends or participates in trainings, webinars, and teleconferences hosted by or required by the New York State Office of the Long Term Care Ombudsman;
- Other activities related to supporting the Tompkins County Office for the Aging.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Strong communication skills and a demonstrated ability to develop effective collaborative relationships;
- Good knowledge of regional community resources and organizations;
- Good knowledge of program administration, including communication, public speaking, program reporting;
- Excellent verbal and written communication skills;
- Competent in organizational time management skills with the ability to coordinate and plan;
- Demonstrated problem solving and decision making skills;
- Detail oriented, able to track, follow through, and meet deadlines;
- Ability to work with complex computer programs and systems, including Excel, SAMS and other NYS systems as needed;
- Ability to work with diverse populations, demonstrating cultural competency;
- This position requires minimal visual effort.
- Resourcefulness, sound professional judgment, confidentiality, integrity, tact, courtesy and dependability are all required personal characteristics.
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

Originally created 7/17/2015

O10.doc