

# SODA

## SOUTHERN OKLAHOMA DEVELOPMENT ASSOCIATION

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### JOB DESCRIPTION: OMBUDSMAN SUPERVISOR I & II

**Definition:** Under the program supervision of the Office of the State Long-Term Care Ombudsman and the general direction of the director of an Area Agency on Aging, the ombudsman supervisor I provides leadership in development, coordination, and implementation of the Long-Term Care Ombudsman Program and receives, investigates, and resolves complaints made by or on behalf of residents of long-term care facilities.

#### **EXAMPLE OF DUTIES:**

- Recruiting, screening, training, and supervising Ombudsman volunteers using guidelines provided by state ombudsman staff;
- Publicizing the services of the State Long-Term Care Ombudsman Program and issues affecting older residents of long-term care facilities through media releases, public speaking, and other means;
- Coordinating with state ombudsman staff in complaint investigation and resolution, identification of priority issues, and certification of new ombudsman volunteers;
- Maintaining confidentiality of files and other information pertaining to complaints and complainants;
- Keeping the director of the designated area ombudsman entity informed of the current situation and needs at the local level, recommending plans for meeting needs, and advising the director of resources required for their implementation;
- Being available to residents of long-term care facilities in the planning and service areas (PSA), visiting each facility regularly, and working cooperatively with administrators and staff; and
- Serving as a consultant to community organizations and agencies on issues and needs affecting older long-term care facility residents, techniques of working with these older people, and the solution of special problems.

#### **KNOWLEDGE AND SKILLS:**

- Knowledge of: services available for older Oklahomans; issues affecting institutionalized elders; and resident/client rights.
- Skills in: communication and interpersonal relationships; negotiation, mediation, problem-solving, and observation; and organizing and presenting information in a clear and concise manner
- Ability or experience as an advocate on behalf of others
- Experience in volunteer or staff management and training.

**EDUCATION AND EXPERIENCE:**

High school diploma or General Educational Development (GED) and two years of responsible, full-time paid employment in social, health, aging services, or related occupation that involves meeting the public;

OR

Graduation from an accredited four-year college or university with major course work in social work, health, gerontology, general social sciences, or related field;

OR

Any equivalent full-time study in an accredited college or university may be substituted for the required work experience;

OR

An equivalent combination of education and experience, substituting one year of full-time paid experience in such areas as community organization, public health, social work, or related field for each year of the required education, with a maximum substitution of two years.

**SPECIAL REQUIREMENTS:**

Must: possess the ability and willingness to perform job-related travel; maintain administrative and client confidentiality; be free from conflict of interest; meet other Ombudsman Program screening standards; successfully complete training by the Office of the State Long-Term Care staff; and accept program direction and supervision from the Office of the State Long-Term Care staff and strictly adhere to program policies and guidelines.

**SALARY RANGE:**

The comparable job family descriptor (JFD) for this position is Adult Protective Services Specialist. Salary range \$37,000+ depending on Education & Experience. A person in this position may not be hired at a salary more than the midpoint nor paid more than the maximum of the approved salary range for Oklahoma Department of Human Services (OKDHS) Office of Personnel Management (OPM).

**To apply, send Letter of Interest and Resume to:**

Area Agency on Aging  
Southern Oklahoma Development Association  
Attn; Amie Judd  
P.O. Box 709  
Durant, OK 74702-0709  
ajudd@soda-ok.org.