

**CLASS TITLE: LONG TERM CARE OMBUDSMAN**

**Class Code: 02709900**  
**Pay Grade: 26A**  
**EO: B**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To carry out complex technical, analytical, administrative, evaluative and liaison work relative to the implementation of the DEA's Long Term Care Ombudsman Program; to serve as the Department's Ombudsman between clients, families and long term care facilities and providers; to receive complaints, investigate and resolve concerns of residents of long term care facilities and clients of long term care providers; to advocate for patients of other personnel and volunteers engaged in such functions.; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the general supervision of a superior from whom assignments are received in outline form.

**SUPERVISION EXERCISED:** Plans, supervises, and reviews the work of subordinate personnel assigned to assist.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To implement a statewide system to receive complaints investigate and resolve concerns of residents of long term care facilities as specified in the Older Americans Act.

To monitor the development and implementation of federal and state laws, regulation rights and concerns.

To conduct investigation and complaint resolution for long term residents and clients.

To conduct detailed and complicated data collection and analysis regarding long term care services and the Ombudsman Program.

To train and provide day to day supervision for associate staff.

To represent the DEA regarding the Long Term Care Ombudsman program before various individuals, groups, the legislature, the media and to coordinate with officials of other state departments including the Attorney General's Office, the Department of Health, long term care facilities, and consumer professional groups in the implementation of this program.

To do related work as required.

**REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A thorough knowledge of Rhode Island's system for long term care for older persons; a thorough knowledge of the methods and techniques involved in collection and organization of program, social and economic data; the ability to counsel, advise and advocate on behalf of older persons; the ability to negotiate and mediate conflict resolution between various parties; the ability to plan, organize, supervise, and review the work of subordinate personnel; the ability to establish and maintain working relationships with state, local and community officials, clients and family members; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: graduation from a college or university of recognized standing with specialization in Gerontology, Health Care, Social Work, Counseling, Public Administration or a closely related field; and

Experience: Such as may have been gained through: through employment of three years in a responsible position involving supervision of staff, interpretation of complex rules and regulations, writing of technical reports, conflict resolution and advocacy.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience, except that an advanced degree may be used to replace not more than two of the 3 years required experience

Class Created: October 18, 1992

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