

Department of Revenue, Alaska Mental Health Trust Authority
Office of the Long Term Care Ombudsman (OLTCO)
Job Description

Position Title: Assistant Long Term Care Ombudsman
Location: Anchorage
Category: Professional
Range: 18
Job Status: Full-time, exempt
Reports to: Long Term Care Ombudsman

Job Summary

Under the supervision of the Long Term Care Ombudsman, this position serves as an advocate for older Alaskans in long term care facilities. The position also advocates for older Alaskans in the community who have complaints relating to their residential circumstances. The certified Assistant Ombudsman investigates complaints, assembles evidence, and works to resolve problems, often in collaboration with other state agencies such as Certification and Licensing, Adult Protective Services, and Elder Fraud and Assistance. The position also makes unannounced visits to licensed facilities statewide to monitor conditions and provide residents with access to ombudsman services.

Job duties

Complaint investigations: This position follows program policies and procedures to conduct complaint investigations and seek resolution of problems to the residents' satisfaction. Investigations may involve: coordinating with another investigative agency; making site visits to facilities; interviewing administrators, caregivers, residents, families, providers and others; obtaining consent for review of medical, home and other records; and researching laws, regulations, best practices and other resources relevant to cases. The position documents casework in the Ombudsmanager database, writing disposition or investigative reports and releasing them as directed by the Ombudsman. In complicated cases with serious findings, the position works with the Ombudsman to determine the most appropriate remedies to pursue.

Home visits: Under the direction of the Deputy Ombudsman, the position makes unannounced visits to long term care facilities, monitoring the home's environment for safety and hygiene concerns, observing care practices, listening to residents, solving problems as identified, and advising residents of their rights.

Community education: The position presents information about the OLTCO, residents' rights and other topics related to long term care as requested.

Information and consultation: The position may act as consultant to a facility administrator who requests assistance to resolve a resident's problem or to members of the public seeking information about senior services or long term care. The position documents program activities in the Ombudsmanager database, including information, referral, consultation, community education and home visits.

Other duties as assigned.

Essential skills and abilities

Working knowledge of government and private programs that serve older Alaskans.

Working knowledge of long term care services and supports in Alaska.

Excellent oral and written English skills.

Demonstrated competence as an interviewer and investigator.

Ability to record information accurately.

Ability to work quickly, document timely, and organize a heavy workload.

Ability to maintain confidentiality and observe personal boundaries.

Ability to work productively in a team setting, contributing ideas, cooperating with teammates to complete projects, and negotiating solutions to team problems.

Proficient with office machines and Microsoft Office, type 60 wpm

Ability to travel on short notice, sometimes in light aircraft.

Minimum qualifications

Bachelor's degree in the human services, social work, psychology, nursing, criminal justice, or field relevant to OLTCO casework.

Three years' experience as an investigator or advocate.

Substitution

High School Diploma and six years' experience investigating, researching or analyzing information to formulate a written report and working productively with the public in stressful situations.