

## SENIOR RESOURCES JOB DESCRIPTION

**POSITION TITLE:** **Volunteer Ombudsman**  
**REPORTS TO:** **Local Long Term Care Ombudsman**  
**APPROVED BY:** **Chief Executive Officer**  
**STATUS:** **Volunteer**

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**GENERAL DESCRIPTION:** Provide Long-Term Care Ombudsman (LTCO) services for a facility in Muskegon, Oceana, or Ottawa county including resident advocacy services, family support and consumer education. Actively work to improve the long-term care system by representing the interests of long-term care residents and monitoring the development of federal, state and local laws, regulations and policies.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

Work with individual residents to resolve simple problems and promote high-quality care. Explaining residents' rights, empowering residents to communicate their concerns individually or collectively, and assist in the resolution of resident concerns. Refer complex concerns to the Local Long Term Care Ombudsman for Resolution.

Provide a community presence by visiting residents of the assigned long-term care facilities 2-4 hours weekly. Report results and findings to the Local Long Term Care Ombudsman.

Promoting community education and awareness regarding long-term care issues and the use of best practices. May attend resident council meetings.

Continually seek to identify problems within the long-term care system.

Maintain inspection reports, licensing information and related materials for assigned facilities.

Providing family support with assessing participants needs, helping to determine the type of care which may be most appropriate, and providing information about the facilities and services available.

Attend state-wide training and complete educational requirements to retain LTCO certificate.

**QUALIFICATIONS REQUIREMENTS:** To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Annual testing for tuberculosis required as appropriate. Must possess a cell phone.

**EDUCATION and/or EXPERIENCE:** Must be at least 18 years old and committed to promoting the well-being and protecting the rights of people in long-term care.

**CERTIFICATES, LICENSES, REGISTRATION:** Must have a valid Michigan Driver's license and an insured automobile available for transportation. Must have a valid Long Term Care Ombudsman Certificate from the State of Michigan.

**REASONING ABILITY:** Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of regulations and instructions and deal with several abstract and concrete variables.

**OTHER SKILLS & ABILITIES:** Ability to work well with people on a personal basis.

**LANGUAGE SKILLS:** Ability to read, analyze and interpret periodicals, professional journals, and program standards and guidelines. Ability to write reports and correspondence. Ability to effectively present information

and respond to questions from participants, customers, educators, social services personnel, state politicians and the general public.

**MATHEMATICAL SKILLS:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**TECHNICAL SKILLS:** Basic typing skills, Microsoft proficient, ability to use the internet, printers, copiers, scanners and password management.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk and hear. Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus. The employee frequently is required to sit and use hands to finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand and walk.

While performing the duties of the job, the employee is required to lift and/or move up to 10 pounds. The employee must be able to travel in all kinds of weather and have reliable transportation.

**PRIVATE HEALTH INFORMATION (phi) ACCESS LEVEL:** This individual will be required to access Protected Health Information (PHI) in order to carry out the essential functions of this job. The PHI Access needed by the employee to perform the essential functions of this job include:

**Medicaid Waiver/Care Management/Case Coordination Programs**

**The above is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing.**

**Approvals:**

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Volunteer Signature

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Title

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Date

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Volunteer Name Printed