



**Title: Ombudsman Associate
Level II**



Area Agency on Aging, District 7
Regional Long -Term Care
Ombudsman Program
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Regional Long Term-Care Ombudsman Program (RLTCOP)

It is the mission of the Regional Long Term-Care Ombudsman Program (RLTCOP) to seek resolution of problems and advocate for the rights of home care consumers, and residents of long-term care homes, in order to improve their quality of life, care and services.

Service District: PSA 7—Includes the following ten Ohio counties:

Adams	Gallia	Jackson	Pike	Scioto
Brown	Highland	Lawrence	Ross	Vinton

Duties: Ombudsman Associates work to resolve complaints about services, and advocate for, and provide information about, the rights and benefits of long term care home residents. In the performance of their duties, Ombudsman Associates:

- Visit assigned long term care facilities on their own schedule, at least twice a month, weekly preferred.
- Observe the state and condition of visited homes.
- Provide information about the Ombudsman Program and resident rights to residents, family members and legal representatives, as well as to long-term care staff.
- Provide information to the public about the Ombudsman Program and resident rights.
- Identify problems and perform intake for all types of complaints.
- Handle complaints and perform follow-up activities on complaints under the supervision of, and as requested by, staff Ombudsman Specialists.
- Submit completed reporting documents to the Volunteer Coordinator within one week of visit to assigned home as well as notifying staff Ombudsman Specialist of new complaints and issues as soon as possible.

Qualifications: A person wishing to serve as an Ombudsman Associate:

- Must be eighteen years of age or older.
- Must be reliable and dependable.
- Must have the ability to be discreet and diplomatic.
- Must be able to maintain strict standards of confidentiality.
- Shall not have an un-remedied conflict of interest.
- Shall not have been convicted of a crime of violence or trust, and must submit to a criminal background check.

Requirements: To achieve and maintain certification the Ombudsman Associate shall:

- Complete the initial 14 hour certification and orientation training.
- Complete 6 hours of approved Continuing Education annually.
- Respect and maintain the confidentiality of complainants, residents, and witnesses.