

## **District Long-Term Care Ombudsman**

### **Definition**

Staff in this classification work under the general supervision of the Executive Director and the direct supervision of the Aging & Disability Program Director. The Ombudsman serves as a state-certified advocate responsible for protecting residents' rights and promoting quality of care and quality of life for individuals residing in long-term care (LTC) facilities. Duties include complaint investigation and resolution, resident-directed advocacy, systems advocacy, community education, council support, volunteer coordination, and adherence to all requirements in Chapter 8 of the Tennessee Aging Program & Policy Manual.

### **Equipment / Work Environment**

The employee operates standard office equipment including a computer, calculator, fax machine, copier, and related technology. Work is primarily performed indoors in an office setting, with periods of sitting or standing for extended durations. The employee frequently works inside LTC facilities and may encounter noise or unpleasant odors during facility visits. The employee may occasionally lift materials such as reports or files up to 25 pounds.

### **Examples of Work Performed**

- Conduct regular visits to assigned LTC facilities to meet with residents observe conditions, and identify concerns.
- Receive, investigate, and work to resolve complaints made by or on behalf of LTC residents, following required consent and documentation procedures.
- Advocate for residents' rights and needs within facilities and the broader community.
- Provide in-service training for LTC facility staff and related professionals.
- Offer technical assistance to resident and family councils.
- Participate in facility surveys and other oversight activities as appropriate.
- Prepare accurate, timely statistical reports and narrative documentation in accordance with program standards.
- Recruit, train, and supervise a team of volunteers and ensure volunteer compliance with certification and continuing education requirements.
- Perform additional duties as assigned by the Director and/or State Long-Term Care Ombudsman.

### **Requirements**

- Bachelor's degree from an accredited four-year college or university; interest in social services, advocacy, or related fields preferred.

- Work experience in aging services, long-term care, social services, advocacy, or related fields. Comparable experience may be substituted for education or experience at the discretion of the State Long-Term Care Ombudsman (SLTCO).
- Successful completion of national, state, and local criminal background checks.
- Reliable transportation and proof of liability insurance coverage of \$100,000; travel is required.

### **Preferred Qualifications**

- Strong problem-solving skills and the ability to empower others.
- Skills in advocacy, mediation, and conflict resolution.
- Experience in volunteer recruitment, training, and management; outreach experience.
- Education or experience in gerontology or aging-related issues.
- Knowledge of federal and state regulations governing long-term care.
- Strong written and verbal communication skills.
- Ability to build effective working relationships with residents and families.
- Ability to manage multiple tasks and meet deadlines.

### **Note:**

*Applicants must not have any real or potential conflicts of interest as defined by federal law (45 CFR §1324.21). This includes connections to any organizations that license, operate, or profit from long-term care facilities. If a conflict can be resolved—for example, by resigning from a related board—it must be cleared before certification.*

### **Pre-Employment Requirements**

- Successful completion of pre-employment drug screening.
- Satisfactory results from Federal Background Check, Felony Registry Check, SIRI Check, Elder Abuse Registry Check and Sexual Offender Registry Check.

### **Equal Employment Opportunity**

SCTDD is an equal opportunity employer and does not discriminate based on race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, genetic information, or any other protected characteristic under federal, state, or local law. Reasonable accommodations will be provided in accordance with the Americans with Disabilities Act (ADA).

**Disclaimer**

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position. Duties may be added, removed, or modified at any time at the discretion of management. Nothing in this document constitutes an employment contract; employment remains at-will.

**Employee Acknowledgment**

I acknowledge that I have received and reviewed this job description. I understand the essential functions, requirements, and responsibilities of this position. I further understand that this job description does not constitute an employment contract and that my employment remains at-will.

\_\_\_\_\_

Employee Signature

\_\_\_\_\_

Date

Can you perform the essential functions of this job?

\_\_\_\_\_ Yes

\_\_\_\_\_ No