



MBUDSMANSM
One Caring for Many

JOB DESCRIPTION

POSITION TITLE: Field Services Manager

FSLA Category: Non-Exempt; Full Time 35 hr/wk; Salary: Negotiable

PURPOSE: To oversee and provide support to volunteer Ombudsmen

REPORTING TO: Executive Director

RESPONSIBLE FOR: Overseeing, Supporting, and Assisting volunteer Ombudsmen with facility assignments, problematic cases and ensure quality control of visits, documentation and reports.

RESPONSIBILITIES & JOB FUNCTIONS (including but not limited to):

1. Provide on-going support, guidance, and mentorship to Ombudsmen in the receipt, investigation and resolution of concerns and complaints made by or on behalf of long-term care residents.
2. Coordinate staff and volunteer facility assignments.
3. Ensure adequate facility coverage.
4. Assist in monitoring facilities as needed
5. Assist in the investigation and resolution of complex cases.
6. Ensure timely submittal of reports by volunteer ombudsmen.
7. Review and monitor volunteer documentation and reports.
8. Track annual training hours received by each volunteer ombudsmen.
9. Assist with Certification training and continuing education for volunteer and staff ombudsmen.
10. Represent the program with other agencies and organization, both public and private.
11. Make presentations to community organizations and facilities.
12. Other duties as assigned by supervisor

QUALIFICATIONS:

Successful completion of the 36-hour State Certified Long Term Care Ombudsman training and post-training mentored facility visits.

Complete 18 hours of additional training annually to retain certification. (Provided by agency)

1. Be at least 18 years old.
2. BA Degree or equivalent experience.

Long Term Care Services of Ventura County, Inc.
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3. Good written and verbal communication skills.
4. Proficient in modern office practices including basic computer skills.
5. Ability and willingness to make presentations to small groups.
6. Valid California driver's license, proof of insurance and reliable transportation.
7. Submit to and successfully complete a Live Scan fingerprinting background check.

Note: Ombudsmen are by law, prohibited from employment in a long-term care facility or from having any financial interest in a long-term care facility during the time they are acting in an Ombudsman capacity. An Ombudsman will be required to sign the Conflict of Interest policy prior to commencing any assignments.

WORKING CONDITIONS

The physical demands described here are representative of those that must be met by the employee to successfully perform the functions of the job. Reasonable accommodations will be made to enable individuals with disabilities to perform this job.

While performing the duties of this job the employee will be required to sit for periods of time. Standing, walking, and bending are required movements. From time to time the employee will be in the presence of pets in the office and at facilities. Employee must be able to work around animals in fulfilling their duties.

Interested parties should submit a brief cover letter outlining why you believe you would be a good fit for the role and current resume to staylor@ombudsmanventura.org. Qualified candidates will be contacted with next steps in the interview process.