

POSITION DESCRIPTION		AGENCY/DEPT ID ODA/AGE926000
DIVISION OR INSTITUTION Elder Rights	UNIT OR OFFICE	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20017575 JOB TITLE Human Services Program Administrator 2 JOB CODE 69416	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update			Position Hyperlinked to <input type="checkbox"/>
				Agency Organizational Tree
	USUAL WORKING TITLE OF POSITION Ombudsman Quality Liaison		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20017571 - Human Services Program Admin. 4 (Chief)	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified	Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt If FLSA Exempt, exemption type: Administrative	Bargaining Unit 22E Page 1 of 1
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 AM TO: 5:00 PM			
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
	%	Job Duties in Order of Importance		Knowledge, Skills & Abilities
	40	Develops, formulates & directly implements plans & policies for the designation of regional long-term care ombudsman programs: participates in record review and data analysis; coordinates Designation & Service Review schedule; participates in site visits to regional ombudsman programs; drafts reports and action plans; monitors implementation of action plans; communicates with division staff regarding program progress. Works independently or as part of a team to lead &/or provide program support: develops mechanisms for tracking & analyzing ODA-administered programs; prepares reports for other ODA management staff & makes recommendations for changes.		Rank 1 Knowledge of: (1) accounting; (2) human relations; (3) agency policies & procedures*; (4) business (i.e., nursing home structure); (5) electronic data processing (i.e., hardware & software systems, systems analysis, language, PC, Oracle, Access). Skill in: (6) word processing (MS Office); (7) equipment operation (photocopier, calculator). Ability to: (8) deal with many variables & determine specific action (e.g., research, developing reports); (9) originate routine business letters reflecting standard procedures; (10) use proper research methods in gathering data; (11) gather, collate & classify information about data, people, or things; (12) cooperate with co-workers on group projects; (13) handle sensitive inquiries from & contacts with officials & general public.
	35	Provides technical assistance to representatives of the Office of the State Long-Term Care Ombudsman: responds to questions about law, regulation, and policy; provides guidance on ombudsman practice related to ombudsman core services; presents during certification professional development sessions. Develops ombudsman plan guidance for regional long-term care ombudsman programs: coordinates training on strategic planning; assists ombudsman programs with data analysis to inform planning processes. Provides information and advocacy services for long-term care consumers (e.g., answers consumer questions about rights, how to select long-term care services, monitors referrals to regional ombudsman programs); represents the Office of the State Long-Term Care Ombudsman at interagency meetings, seminars and conferences.		Rank 2 Knowledge of: 1; 2; 3*; 4; 5. Skill in: 6; 7. Ability to: 8; 9; 10; 11; 12; 13.
	15	Assists with the nursing home quality initiative as requested: develops procedures for regional ombudsman program participation; participates in stakeholder discussions, assists with grant monitoring		Rank 3 Knowledge of: 2; 3*; 4; Skill in: 6; 7; Ability to: 8; 10; 11; 12; 13
10	Performs other duties as assigned: provides technical & research information to ODA managers, division chief & other executive staff; handles special projects as requested; communicates findings with ODA internal staff, departments & constituent groups; advises supervisor of issues & problems; writes correspondence; attends meetings; provides high quality customer service (i.e., as per ODA policy B-830, division-specific customer service procedures, etc.) to internal & external customers.		65Rank 4 Knowledge of: 1; 2; 3*; 4; 5. Skill in: 6; 7. Ability to: 8; 9; 10; 11; 12; 13.	
List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE	DATE	