

POSITION DESCRIPTION

JOB TITLE: Human Services Program
Admin 2
PN: 20019718 **JOB CODE:** 69416

AGENCY/DEPT ID
AGE926000

DEPARTMENT DESCRIPTION
OFFICE OF LTC
OMBUDSMAN

AGENCY-SPECIFIC INFORMATION

REASON FOR CHANGE Update			COUNTY OF EMPLOYMENT Portage		
USUAL WORKING TITLE OF POSITION			POSITION NO. AND JOB TITLE OF IMMEDIATE SUPERVISOR 20017572 Health Planning Adminis 3		
APPOINTMENT TYPE Permanent	CLASSIFIED INDICATOR Classified	OVERTIME STATUS Overtime Exempt	FILLED/VACANT FILLED	BARGAINING UNIT 22	
This row is to identify position specific variables for certain classifications					
NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 08:00 AM TO: 05:00 PM					
JOB DESCRIPTION					
%	Job Duties in Order of Importance			Knowledge, Skills & Abilities	
40	Support for residents in prioritized long-term care providers; participate in initial and other meetings regarding Special Focus Facilities; conduct visits to SFF and candidate facilities identified by CMS; recommend quality improvement needs to R3AP team and other state partners; share data with State Office and other agencies to improve care in prioritized facilities; assist in identification of facilities with special populations and develop strategies for outreach; perform ombudsman core services including visits to facilities; serve as on-site State Office representation for urgent situations such as facility closures, natural disasters and other emergencies, or regional ombudsman office challenges within the regions; support the Interagency Transition Team response to facility closures; work with regional programs to assist consumers of long-term care services to choose new providers and monitor their transition.			KNOWLEDGE: (K046) Management; (K057) Office Practices & Procedures; (K058) Agency Policies & Procedures; (K059) Government Structure & Process; (K073) Organizational Leadership; (K074) Policy Development; (K075) Public Administration. SKILL: (S046) Spreadsheets; (S047) Databases; (S055) Critical Thinking. ABILITY: (A058) Reasoning: carry out detailed but basic written or oral instructions; (A059) Reasoning: deal with problems involving few variables in familiar context; (A067) Reasoning: define problems, collect data, establish facts & draw valid conclusions; (A072) Reasoning: understand most difficult classes of concepts; (A073) Reasoning: deal with many variables&determine specific action (e.g.,research, production); (A132) Communicate in a written format; (A133) Publicly speak to a group &/or deliver training; (A135) Seek continuous education opportunities; (A137) Be accountable for one's actions or inactions; (A143) Be collaborative and build productive relationships; (A145) Exercise good judgment; (A146) Organize, plan and prioritize work.	

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20	Perform outreach and advocacy efforts; serve as a liaison between the State Office and stakeholders within the region; engage in systems advocacy activities such as legislative outreach in their assigned regions; manage constituent inquiries as directed by the State Office; assist with statewide advocacy initiatives; participate with regional programs in iTeam or other local collaborative activities.	KNOWLEDGE: K046; K057; K058; K059; K073; K074; K075. SKILL: S055. ABILITY: A058; A059; A067; (A131) Professionally communicate ideas & processes to various groups & individuals; A135; A137; A143.
20	Provide technical assistance to regional long-term care ombudsmen, including regional program directors; provide consultation or direct assistance with complex cases, discharges, appeals, and systemic considerations such as MyCare Ohio, PACE, and HBCS; assist with distribution and tracking of involuntary discharge notices from long-term care providers; provide hands-on assistance and functional supervision to regional long-term care ombudsman programs responding to facility closures, evacuations, other emergencies; communicate updates to the State Office; meet regularly with regional long-term care ombudsman programs in their offices or as needed.	KNOWLEDGE: K046; K057; K058; K059; K073; K074; K075; (K083) Quality Improvement Methodology. SKILL: S046; S047; S055. ABILITY: A058; A059; A067; (A069) Reasoning: deal with some abstract but mostly concrete variables; A072; A073; A131; A135; A137; A143.
10	Review quarterly quality data provided by the State Office and work with assigned regions to meet key performance indicators; provide support to assigned regions in the Designation and Service Review (DSR) process; evaluate practice, communicate with State Office staff regarding program progress; assist in the education and certification of regional ombudsmen; conduct some field training for new ombudsman certification and field observations as assigned by the State Office; develop resources and training materials; provide feedback to regional program directors and State Office.	KNOWLEDGE: K046; K057; K058; K059; K073; K074; K075; K083. SKILL: S046; S047; S055. ABILITY: A058; A059; A067; A069; A072; A073; A131; A135; A137; A143.
10	The Employer retains the right to change or assign duties to this position, including but not limited to: prepare reports for the State Ombudsman; make recommendations for changes to policies and practice; provide technical & research information to managers and State Ombudsman; handle special projects as requested; communicate findings with internal staff, departments & constituent groups; advise supervisor of issues and problems; write correspondence; attend meetings; sit on councils and/or groups on behalf of the division; represent the State Office at conferences and other events.	ABILITY: (A130) provide effective customer service; A135; (A136) Take initiative and implement innovative ideas; A137; (A140) Embrace diversity, equity, & inclusion.
		(*) Developed after employment
	Technical Skills: Administration, Insurance, Nursing or Social Services, Regulatory Compliance	Class Competencies: : Customer Focus, Embracing Diversity, &

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%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	Professional Skills: Reasoning, Responsiveness, Strategic Thinking, Verbal Communication, Written Communication	Inclusion, Making Decisions & Problem Solving, Communicating with Supervisor, Peers & Staff & Establishing & Maintaining Interpersonal-al Relationships.	
POSITION NUMBERS/JOB TITLES OF POSITIONS DIRECTLY SUPERVISED		APPOINTING AUTHORITY URSEL MCELROY j.m.w	APPROVAL DATE 1/9/2024