

CLASSIFICATION: OMBUDSMAN

Class Code: 6679-25

Date Established: 07-01-79

Occupational Code: 7-7-7

Date of Last Revision: 7-17-15

Exempt Status: Exempt

BASIC PURPOSE: To coordinate the provision of statewide information and referral, investigation, mediation, and advocacy services for individuals with a disability, concerning problems in such areas as housing, training, rehabilitation, employment, and health care.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Develops, implements and monitors a statewide program to assist individuals or groups with problems related to housing, training, rehabilitation, jobs, health care and related areas.
- Researches information about laws and regulations pertaining to the Federal Rehabilitation Act in order to advise or represent the disabled and ensure the protection of their right to mandated services.
- Monitors the implementation of the Ombudsman program in coordination with local, state and federal governmental agencies.
- Plans and evaluates training and community education for public social service agencies, staff at care facilities, and disabled individuals.
- Investigates and resolves complaints through mediation, administrative or legal remedies and makes recommendations for improvement pertaining to the quality of care and services.
- Informs and advises the public of state and federal program benefits and services available by preparing news releases for media, radio and television.

DISTINGUISHING FACTORS:

Skill: Requires skill in analyzing and interpreting data, policy and procedures OR in using equipment in order to arrive at logical conclusions or recommendations.

Knowledge: Requires logical or scientific understanding to analyze problems of a specialized or professional nature in a particular field.

Impact: Requires responsibility for achieving direct service objectives by assessing agency service needs and making preliminary recommendations for the development of alternative short-term program policies or procedures. Errors at this level result in incomplete assessments or misleading recommendations causing a disruption of agency programs or policies.

Supervision: Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires reviewing summaries and reports and making management level decisions to solve problems or to achieve work objectives as well as articulating and expressing those solutions and goals. This level also requires formal presentations of solutions and goals to employees and the general public to increase the responsiveness of the agency toward the demands of its client system.

Complexity: Requires evaluating a combination of wide-ranging job functions to determine work procedures, to solve problems, and to reach conclusions by applying analytical, technical, or scientific thinking. This level also requires planning policies and long-term strategies, drawing conclusions based on available criteria, and evaluating the effectiveness of program objectives.

Independent Action: Requires independent judgment in planning and evaluating work procedures and in supervising the development of professional, technical and managerial standards under administrative direction and according to broad departmental guidelines.

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with major study in law-related studies, nursing, public health, human services, education, behavioral sciences, social work, social sciences, rehabilitation counseling, public administration, gerontology, or a related field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years' experience: working as an advocate or representing clients in adversary hearing proceedings; conducting civil rights investigations; coordinating programs for the disabled, elderly, disadvantaged, and/or mentally ill; or related experience.

OR

Education: Bachelor's degree from a recognized college or university with major study in law-related studies, nursing, public health, human services, education, behavioral sciences, social work, social sciences, rehabilitation counseling, public administration, gerontology, or a related field.

Experience: Five years' experience: working as an advocate or representing clients in adversary hearing proceedings; conducting civil rights investigations; coordinating programs for the disabled, elderly, disadvantaged, and/or mentally ill; or related experience.

License/Certification: None required.

RECOMMENDED WORK TRAITS: Extensive knowledge of the problems of the elderly or individuals with a disability. Extensive knowledge of federal and state regulation sources pertaining to the elderly and vocational rehabilitation program. Knowledge of budgeting. Knowledge of general mathematics. Knowledge of Social Security Administration and State Welfare systems. Knowledge of creating and writing news releases and reports. Knowledge of the politics impacting on local governments. Ability to communicate effectively, orally and in writing. Ability to implement a variety of programs. Ability to coordinate between various public and private agencies. Ability to perform in an unequivocal, neutral and impartial manner. Ability to establish and maintain effective working relationships with other employees, politicians, and the public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.