

APPALACHIAN COUNCIL OF GOVERNMENTS

POSITION DESCRIPTION

LTC OMBUDSMAN INTAKE COORDINATOR

GENERAL PURPOSE

Performs varied clerical, secretarial, administrative, and other support services for the Regional Long Term Care Ombudsman Program. Reports to the Regional Long Term Care Ombudsman.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Answers telephone. Receives and processes intakes and provides supportive counseling as the initial contact for the program.

Provides information about the Long Term Care Ombudsman Program. Initiates case files.

Types correspondence, reports, and memos. Makes copies and maintains files.

Maintains database for program activity, projects, and regional information.

Prepares and maintains a supply of media materials including: brochures, facility posters, information packets and other resource items.

Arranges various meetings. Orders meals and arranges room for meetings.

Prepares monthly, quarterly, year-end and other reports and materials using various computer software programs.

Completes annual shredding of old case files and other documents.

Performs other related duties as required.

PERIPHERAL DUTIES

Prepares information packets and resource materials for mail-outs.

Attends professional continuing education, conferences, and training as permitted.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) High School graduate or equivalent, supplemented by Associates degree in secretarial science or equivalent;
- (B) Experience in general office administration, preferably in LTC setting, health or social services field; or
- (C) An equivalent combination of education and experience.

Necessary Knowledge, Skills and Abilities:

- Possess secretarial/clerical skills necessary to support a staff of 5-6 ombudsmen including the usage of: personal computer with word processing and desktop publishing abilities and copy/fax/answering machines.
- Excellent organizational abilities with clear and articulate oral and written communication skills. Empathetic listener.
- Ability to support residents/family members in stressful situations
- Possess a valid SC driver's license.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described is representative of activities required and work environment encountered while performing the essential functions of this job. Reasonable accommodations may be made to allow individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to walk, sit, talk and hear. The employee is required to walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.
- The noise level in the work environment is usually quiet.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.