



State of New Mexico  
Classification Description

## LONG-TERM CARE OMBUDSMAN

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### **General Summary**

Positions in the Long-Term Care Ombudsmen Program (LTCOP) provide federal and state mandated advocacy services designed to protect the civil and resident rights of adults living in long-term care facilities throughout New Mexico.

### **Ombudsman Care Transition Specialist**

**Jobcode: G41023**

**Pay Band: SE**

**FLSA Status:** FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

### ***Distinguishing Characteristics***

Full performance level position provides counseling and advocacy services to help older and/or disabled adults transition between care settings or back to the community with the goal of protecting their health, safety, welfare, and rights, and in cases of transitions back to the community, prevention of readmission to a care setting. This position assists older adults and adults with disabilities who have complex needs and require long-term care services and supports with care transitions.

### ***Recommended Education and Experience for Full Performance***

Bachelor's degree in Social Work, Psychology, Guidance and Counseling, Education, Sociology, Criminal Justice, Criminology, or Family Studies/Services and three (3) years of experience in any combination of working with communities, working on health or social service related matters, social work/case management experience and/or behavioral health care.

### ***Minimum Qualifications***

Bachelor's degree in Social Work, Psychology, Guidance and Counseling, Education, Sociology, Criminal Justice, Criminology and/or Family Studies/Services and two (2) years of any combination of experience including working with communities, working on health or social service related matters, social work/case management experience, behavioral health and/or health care. Any combination of education from an accredited college or university in a related field and/or direct experience as it pertains to the essential duties and responsibilities of this classification totaling six (6) years may substitute for the required education and experience.

### ***Essential Duties and Responsibilities\****

- Conducts face-to-face person-centered interviews with adults who qualify for LTCOP services.
- Develops a case plan that prioritizes needs and evaluates personal strengths and preferences.
- Provides direct and systemic advocacy on behalf of LTCOP clients.
- Educates and links clients to resources and social service programs.
- Advocates for clients to receive the services they are eligible for by assisting with completion of applications, and when appropriate, appealing eligibility denials or terminations from social service program.
- Identifies, investigates, and resolves complaints on behalf of clients with care providers.
- Advocates with New Mexico Manage Care Organizations to ensure clients receive the services they need.
- Represents the interests of residents before government agencies and seeks administrative, legal, and other remedies to protect the health, safety, welfare and rights of clients.
- Reviews and comments on existing and proposed laws, regulations, and other government policies and actions that pertain to the rights and well-being of recipients of long-term supports and services.
- Provides follow up care transition services for up to 6 months.

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- Ensures that older adults and adults with disabilities in need of care transition services have timely access to representatives of the program.
- Assists with outreach and volunteer recruitment and management.
- Educates the community and recruits volunteers by giving presentations about the LTCOP and representing the LTCOP at community outreach events and health fairs.
- Maintains outreach and case documentation as required for national reporting and for court appearances as needed, including but not limited to, client assessment, client demographic information, case plan, follow up efforts, referrals made, and outcomes.

### **Ombudsman Regional Coordinator**

**Jobcode: G42023**

**Pay Band: SE**

**FLSA Status:** FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

### ***Distinguishing Characteristics***

Full performance level position provides volunteer education, training, resident advocacy, and conducts investigations to resolve long-term care facility resident complaints.

### ***Recommended Education and Experience for Full Performance***

Bachelor's degree in Social Work, Psychology, Guidance and Counseling, Education, Sociology, Criminal Justice, Criminology, or Family Studies/Services and three (3) years of experience in any combination of working with communities, working on health or social service related matters, social work/case management experience and/or behavioral health care.

### ***Minimum Qualifications***

Bachelor's degree in Social Work, Psychology, Guidance and Counseling, Education, Sociology, Criminal Justice, Criminology and/or Family Studies/Services and two (2) years of any combination of experience including working with communities, working on health or social service related matters, social work/case management experience, behavioral health and/or health care. Any combination of education from an accredited college or university in a related field and/or direct experience as it pertains to the essential duties and responsibilities of this classification totaling six (6) years may substitute for the required education and experience.

### ***Essential Duties and Responsibilities\****

- Identifies, investigates and resolves complaints made by or on behalf of long-term care facility residents.
- Provides on-site visitation and direct advocacy services for residents in long-term care facilities.
- Investigates resident complaints against facility staff, related to, but not limited to abuse, neglect, exploitation, discharge and eviction, dietary choices, facility environment and practices, resident care, and mismanagement of property and money.
- Recruits volunteers by giving presentations in the community about the LTCOP and representing LTCOP at community outreach events and health fairs.
- Trains volunteers to advocate on topics including, but not limited to, resident rights, investigation techniques, long-term care facility regulations, and health conditions and disabilities of residents.
- Oversees and supports volunteers in their complaint investigations and advocacy efforts.
- Ensures that long-term care facility residents have regular and timely access to representatives of the program
- Represents resident interests to government agencies and seeks administrative, legal, and other remedies to protect the health, safety, welfare and rights of residents.

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- Reviews and comments on existing and proposed laws, regulations, and other government policies and actions that pertain to the rights and well-being of residents.
- Supports the development of resident and family councils by educating residents, family members, and facility personnel on Resident Rights and long-term care services and supports.
- Encourages long-term care facilities to achieve and maintain high standards of resident care through data assessment, resident and family feedback, and working with facility staff to examine if they are meeting or improving service delivery before potential problems arise.
- Maintains outreach and case documentation as required for national reporting and for court appearances as needed, including but not limited to, client assessment, client demographic information, case plan, follow up efforts, referrals made, and outcomes.

### **Ombudsman Supervisor**

**Jobcode: G42S26**

**Pay Band: SF**

**FLSA Status:** FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

### ***Distinguishing Characteristics***

Working supervisor\*\* who assigns work and directly supervises the Ombudsman Care Transition Specialists and Ombudsman Regional Coordinators by providing practical consultation and oversight of service delivery and all activities carried out under the New Mexico LTCOP.

### ***Recommended Education and Experience for Full Performance***

Bachelor's degree in Social Work and six (6) years of any combination or experience including working with communities, working on health or social service related matters, social work/case management experience, behavioral health and/or health care, three (3) years of which must be supervisory.

### ***Minimum Qualifications***

Bachelor's degree in Social Work, Psychology, Guidance and Counseling, Education, Sociology, Criminal Justice, Criminology and/or Family Studies/Services and four (4) years of any combination of experience including working with communities, working on health or social service related matters, social work/case management experience, behavioral health and/or health care. Any combination of education from an accredited college or university in a related field and/or direct experience as it pertains to the essential duties and responsibilities of this classification totaling eight (8) years may substitute for the required education and experience.

### ***Essential Duties and Responsibilities\****

- Provides practical consultation and serves as supervisor for Long-Term Care Ombudsman Regional Coordinators (RCs) and Care Transition Specialists (CTS).
- Acts upon leave requests and ensures appropriate coverage; conducts employee performance evaluations in accordance with State Personnel Office policy and procedure; recommends disciplinary action as necessary.
- Responds to inquiries from community organizations, members, and long-term care facility residents about LTCOP and long-term care issues; promptly assesses and triages cases to RCs and CTSs and provides technical assistance.
- Trains LTCOP staff and volunteers on the skills necessary to perform their duties, and on how to manage the functions of their responsibilities effectively and efficiently.
- Provides opportunities for LTCOP staff professional development, training, and leadership, and promotes a positive work environment
- Engages in community outreach and management of LTCOP Volunteer Program

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- Assists with coordination of Annual Statewide Ombudsman Meeting and development of LTCOP Newsletter
  - Assists with training volunteers, and oversight and support of volunteers in their investigation and advocacy efforts.
  - Educates the community and recruits volunteers by giving presentations about Ombudsman program services and resident rights, and represents the Ombudsman Program at community outreach events and health fairs.
  - Develops training materials on resident rights, investigation techniques, long-term care facility regulations, Medicaid, Medicare, home health and community services, and the LTCOP.
  - Provides advocacy services to clients to ensure quality of care and quality of life
  - Identifies, investigates and resolves complaints on behalf of clients with long-term care facilities and health care providers.
  - Establishes and maintains positive working relationships with external agencies as appropriate.
  - Reviews and comments on existing and proposed laws, regulations, and other government policies and actions pertaining to rights and well-being of residents in long-term care facilities.
  - Runs program reports and provides on-going data analysis and quality assurance reviews of mandatory case file documentation. Maintains outreach, volunteer, and case documentation.
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### **Deputy State Ombudsman**

**Jobcode: G42X35**

**Pay Band: SH**

**FLSA Status:** FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

### ***Distinguishing Characteristics***

This is the highest-level classified position of the State Long-Term Care Ombudsman Program. Under administrative guidance of the State Ombudsman, provides practical consultation and direction over the Ombudsman Supervisors overseeing the Care Transition Specialists and Regional Coordinators.

### ***Recommended Education and Experience for Full Performance***

Bachelor's degree in social work, criminal justice, psychology, or related social science field as it pertains to the essential duties and responsibilities of the classification, from an accredited college or university plus eight (8) years of social work, protective services, or any combination of social services delivery experience, access to justice advocacy including social work or case management experience, behavioral health and/or health care experience, of which four (4) years must have been in supervisory or management capacity.

### ***Minimum Qualifications***

Bachelor's degree in social work, criminal justice, psychology, or related social science field as it pertains to the essential duties and responsibilities of the classification, from an accredited college or university plus six (6) years of social work, protective services, or any combination of social services delivery experience, access to justice advocacy including social work or case management experience, behavioral health and/or health care experience, of which two (2) years must have been in supervisory or management capacity. A Master's degree in social work, criminal justice, psychology, or related social science field as it pertains to the essential duties and responsibilities of the classification, from an accredited college or university plus four (4) years of social work, protective services, or any combination of social services delivery experience, access to justice advocacy including social work or case management experience, behavioral health and/or health care experience, of which two (2) years must have been in supervisory or management capacity.

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### *Essential Duties and Responsibilities\**

- Manage and provide direct oversight of the long-term care services and support systems.
- Responsible for planning staff updates and training with regional coordinators, problem facilities, and coordinating volunteer recruitment. Provide mediation for regional staff, facilities and residents as assigned by the State Ombudsman.
- Prioritize cases needing immediate support from the state ombudsman.
- Attend executive level meetings, legislative meetings on behalf of the State Ombudsman Program in order to provide and gather information affecting the program.
- Generate both state and federal reports needed on behalf of the State Ombudsman Program. Will provide reports to the Legislative Finance Committee and Federal Partners and the Office of the Secretary.
- Manage oversee and provide guidance to the regional coordinators and care transition specialists of the Volunteer Ombudsman Program by keeping active records of the number of volunteers and their current assignments.
- Formulate and implement strategic plan by gathering facility data of total complaints, resolved complaints and immediate concerns made known to regional coordinators.
- Oversee Division budget and approve expenditures, keep the State Ombudsman informed of any budget problems and/or concerns.
- Draft annual report, Legislative Finance Committee (LFC) reports, federal National Ombudsman Report Systems (NORS) reports and other reporting requirements.
- Revise policies and procedures in consultation with the State Ombudsman and designated general counsel.
- Establish/create data collection systems to track high priority cases, overall complaints, and facility surveys, warnings or citations done by the Department of Health (DOH).
- Conduct regular analysis of Long-Term Care Ombudsman Program (LTCOP) data (complaints, resolved complaints, major findings) to compare with other states and localize to county and city levels.
- Conducts regular analysis of DOH, Adult Protective Services (APS), Human Services Department (HSD), and other relevant data sets to identify problems and solutions in long-term care facilities and services.
- Provides practical consultation and serves as a supervisor for Ombudsman Care Transition Specialist (CTS) Supervisors and Ombudsman Regional Coordinator (RC) Supervisors.
- Engages in community outreach activities and presentations to recruit volunteers and provide education about the LTCOP and long-term care issues.
- Coordinates with appropriate regulatory agencies on the resolution of individual and systemic concerns related to long-term care facilities and services.
- Reviews and comments on existing and proposed laws, regulations, and other government policies and actions that pertain to the rights and well-being of residents.
- Works with media outlets in coordination with the Public Information Officer (PIO) as directed to by the SLTC

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**Bargaining Unit:** N/A

**Statutory Requirements:** N/A

**Conditions of Employment:** N/A

**Working Conditions:** Working Conditions for individual positions in this classification will vary based on each agency's utilization, essential functions and the recruitment needs at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

**Established:** 12/11 /2020

**Revised:**

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*\*Essential Duties and Responsibilities are intended to be cumulative for each progressively higher level of work. The omission of*

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*specific statements does not preclude management from assigning other duties which are reasonably within the scope of duties. Classification description subject to change. Please refer to SPO website ([www.spo.state.nm.us](http://www.spo.state.nm.us)) to ensure this represents the most current copy of the position.*

*\*\* Supervisor must supervise two (2) or more full-time positions.*