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**Managing Local Ombudsman**

Long-term care (LTC) ombudsmen are advocates for resident rights. They help protect the quality of life and quality of care of anybody who lives in a nursing home or an assisted living facility.

Central Texas Council of Governments in Belton, Texas is looking for a Managing Local Ombudsman to plan, organize, and promote a program of volunteer services and enlisting others to assist in the care, treatment, and rehabilitation of clients. Work also involves organizing and reviewing information, data entry and retrieval, routine clerical tasks such as processing mail, sending out letters and file assembly. This position will be full-time with benefits.

**Minimum Qualifications:**

* A High School degree/GED or equivalent.
* 2 years of College or an Associate’s Degree or higher preferred.
* Can substitute 5 years of experience with similar staff load and or administrative assistance experience for education requirement.
* Working knowledge of Windows operating systems and/or related software such as Microsoft Office and knowledge of file management, e-mail and Internet.
* Demonstrated verbal and written communication skills.
* Experience in clerical work.
* Knowledge of business and program terminology, office practices and procedures, spelling, punctuation, grammar, bookkeeping and arithmetic.
* Ability to make basic mathematical computations and tabulations; to maintain clerical and accounting records and prepare reports; to compose letters and memoranda; and to operate automated equipment.
* Ability to read, analyze and interpret regulatory information, manuals and journals.
* Ability to respond to common inquiries or complaints from customers, or members of the business community.
* Ability to effectively present information to management, the general public groups, and customers.
* Ability to define problems, collect data, establish facts, and draw valid conclusions.
* Appropriate Texas Driver’s license, reliable transportation, and current vehicle insurance.

**Duties will include:**

* Planning, organizing, and assessing volunteer programs.
* Preparing educational materials.
* Matching clients’ needs with volunteers’ skills.
* Monitoring volunteers’ performance and effectiveness.
* Processing staff requests for donated items, funds, and services.
* Designing and maintaining volunteer instructional manuals, forms, and other records.
* Preparing monthly and annual reports.
* Making arrangements for repairs and services.
* Opening, sorting and routing mail.
* Monitoring, printing and distributing agency emails.
* Training back-up personnel in the essential functions of the position and maintaining a current training manual.
* Attending staff meetings and participating in planning for the care and disposition of clients.
* Any and all other duties as assigned by the Director.

**Other Important Duties**

Performs such other related duties as assigned; compliance and efficient execution of emergency support service - related tasks.

**Required Knowledge, Skills, and Abilities**

Knowledge of methods and procedures of operating computers and related equipment. Standard office practices and procedures. Proficiency in both oral and written communication. Effective working relationships with office staff, local governments, public safety agencies, and general public.