

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

OMBUDSMAN SERVICES SPECIALIST

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future professional positions located within the Board on Aging and Long Term Care. Positions allocated to this series provide ombudsman services which include education, information, and technical assistance within an assigned geographical area of the state. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future, or changes resulting from development and implementation of federal rules. Rather, it is designed to serve as a framework for classification decision-making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This series encompasses professional positions located within the Board on Aging and Long Term Care which provide advocacy services to individuals residing in licensed and certified long term care facilities, to elders receiving Long Term Care services in the community under the Family Care, Community Options Program and other Home and Community Based Service programs, and to their families or other official representatives by conducting investigations of complaints pursuant to the federal Older Americans Act; providing education, information, consultation and technical assistance regarding long term care services and living arrangements and identifying deficiencies in the long term care system. Positions allocated to this classification must meet the definition of professional employee, as defined in s. 111.81 (15), Wis. Stats.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which meet the statutory definitions of supervisor and/or management as defined in Wis. Stats. 111.81(19) and (13) as interpreted and administered by the

Wisconsin Employment Relations Commission.

2. Positions which do not meet the statutory definition of professional employee as defined in s.111.81 (15), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.
3. Positions which are engaged in conducting inspection surveys of long term care providers a majority of the time and are more appropriately classified as Health Services Specialist.
4. Positions which investigate alleged or actual criminal acts in support of law enforcement agencies a majority of the time and are more appropriately classified as Police Officer.
5. Positions which provide health insurance counseling and information to medicare-eligible citizens a majority of the time (more than 50%) and are more appropriately classified as Medigap Insurance Specialist.
6. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification by competition.

II. DEFINITIONS

OMBUDSMAN SERVICES SPECIALIST

Positions in this classification provide ombudsman and advocacy services for an assigned region of the state, conducting professional investigations of complaints related to the rights and treatment of individuals sixty (60) years of age and older residing in or receiving services from or under the management of the following licensed or certified entities: skilled nursing homes, community-based residential facilities, residential care apartment complexes, adult family homes, managed care organizations, case management units, swing-bed facilities, and hospices.

Positions may participate as a resident advocate in certification surveys of medicare and medicaid funded facilities. Positions provide advocacy representation of clients at hearings and appeals relating to the provision of long term care services in regard to resident and consumer rights and positions will identify deficiencies in the long term care system through complaint investigations and monitoring a variety of governmental and non-governmental agencies involved in the provision of long term care services. Positions work under the general direction of the Long-Term Care Ombudsman Services Supervisor. Positions may provide education, information, consultation and technical assistance to providers of long term care services and to the public about issues and problems of consumers of long term care services, the Ombudsman Program, and the Board on Aging and Long Term Care.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment, and in consideration for the current demands of the program's casework. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification was created effective June 30, 2013 and announced in Bulletin OSER-0327-MRS/SC to establish the single classification level. The previous positions were labeled as Ombudsman A and Ombudsman B. The A and B level positions were abolished on the same day that the current classification was created.

The specification was revised effective August 9, 2015 and announced in Bulletin DP-0404-CC/SC to reflect the updating of the language and the broadbanding of the classification.

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