



**STATE OF OREGON  
POSITION DESCRIPTION**

**Position Revised Date:**  
**July 2025**

**This position is:**

- ☒ Classified  
☐ Unclassified  
☐ Executive Service  
☐ Mgmt. Svc – Supervisory  
☐ Mgmt. Svc – Managerial  
☐ Mgmt. Svc - Confidential

**Agency:** Office of the Long-Term Care Ombudsman

**Facility:** 830 D Street NE

☐ New ☒ Revised

**SECTION 1. POSITION INFORMATION**

a. Classification Title:	<u>Administrative Specialist 2</u>	b. Classification No:	<u>C0108</u>
c. Working Title:	<u>Residential Facilities Ombudsman Program Coordinator</u>	d. PPDB No/WD ID:	
e. Section Title:	<u>Residential Facilities</u>	f. Agency No:	<u>11400</u>
g. Employee Name:	<u>Leslie Sutton, Residential Facilities</u>	h. Budget Auth No:	<u>1221180</u>
i. Supervisor Name:	<u>Ombudsman</u>	j. Repr. Code:	<u>AI</u>
k. Work Location (City – County):	<u>Salem - Marion</u>		
l. Position: <input type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input checked="" type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share			
m. FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	If Exempt: <input type="checkbox"/> Executive/Supervisory <input type="checkbox"/> Administrative <input type="checkbox"/> Professional <input type="checkbox"/> Computer		n. Eligible for Overtime: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**SECTION 2. PROGRAM AND POSITION INFORMATION**

- a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.**

The mission of the Residential Facilities Ombudsman (RFO) program is to protect individual rights, enhance quality of life, improve care, and promote dignity of life for Oregonians living in care settings licensed or certified by the State of Oregon, through Intellectual/Developmental Disabilities (I/DD) and Mental Health (MH) programs. Our scope of authority includes all individuals living in the 3,300 or more licensed or certified residential settings of 10 different types, serving both children and adults in virtually every Oregon county statewide. These settings are monitored by two separate and distinct state agencies; The Oregon Department of Human Services as well as the Oregon Health Authority in cooperation with the Coordinated Care Organizations (health plans).

Settings for Intellectual/Developmental Disabilities include Residential Training Homes for adults; Residential Training Facilities for adults, Adult Foster Homes. Settings for Intellectual/Developmental Disabilities for children include Residential Training Homes for children, Residential Training Facilities,

Children’s Foster Homes and Children’s Host Homes. Mental Health settings include Residential Treatment Homes, Residential Treatment Facilities for adults and Adult Foster Homes. Individuals in these settings receive services across a spectrum of state programs and agencies including, but not limited to: Oregon State Hospital, Oregon Health Authority (OHA), Office of Developmental Disability Services (ODHS), Child Welfare (ODHS) Behavioral Health for adult and child (OHA) and Oregon Psychiatric Security Review Board (PSRB).

The primary role of the RFO program is to receive, identify, investigate, advocate and resolve complaints made by and on behalf of residents. This is achieved through the collaboration of the RFO program of paid staff and a network of trained and certified local ombudsman volunteers who investigate each complaint while educating residents about their rights. Additionally, the role of the RFO program is to identify trends, evaluate policy and make recommendations for change to improve the health, safety, welfare and rights of residents across both residential systems of care. The RFO program monitors the complex residential care system which, in addition to facilities, includes a number of state and local agencies for children and adults under the Oregon Department of Human Services and the Oregon Health Authority. The program then advocates and participates in proposed changes to statewide policies, procedures, ORS and OAR that affect care of residents. The Residential Facilities Ombudsman makes recommendations as needed to the Legislature and the Governor on residential care issues.

The RFO program is one of three programs residing within the Office of the Long Term Care Ombudsman (OLTCO) which also includes the Long-Term Care Ombudsman and the Oregon Public Guardian and Conservator programs. The mission of the (OLTCO) collectively is to protect individual rights, promote independence and ensure quality of life for Oregonians living in care facilities and for Oregonians in need of public guardianship. The OLTCO functions separately and independently from any other state agency.

**b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:**

The primary purpose of this position is to assist the Residential Facilities Ombudsman and the Deputy RFO Ombudsman with coordination of all key functions required for them to effectively serve residents under RFO purview and make changes in the systems that serve residents, per the RFO duties outlined in ORS 443.382-443.396. This role compiles and analyzes data to identify a wide variety of trends in the RFO work. They will prepare analysis, reports and presentations for the RFO team, Residential Ombudsman and Public Guardian Advisory Board (ROPGAB), the legislature and other bodies.

The RFO Program coordinator is responsible for all aspects of RFO program coordination, including team travel arrangements, volunteer training and administrative functions.

**SECTION 3. DESCRIPTION OF DUTIES**

**List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.**

% of Time	N/R/NC	E/NE	DUTIES
<b>Note:</b> If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.			
40%	R	E	<b>RFO Program Administrative Support</b> <ul style="list-style-type: none"> <li>Answers calls for RFO services from individuals, state and local offices, facility staff and the general public. Reviews and explains RFO eligibility policy, process and priorities to referring health, human services and others. Provides referral information.</li> <li>Acts as the central point for office coordination of RFO certified ombudsman volunteers.</li> </ul>

			<ul style="list-style-type: none"> <li>• Interprets rules and regulations and provides information, advice and direction to agency staff, the public or other State, local, or Federal agencies regarding the RFO program.</li> <li>• Researches, develops, updates and maintains Deputy RFO and certified ombudsmen (CO) training and resource materials.</li> <li>• Coordinates assignments to Deputy Residential Facilities Ombudsmen and certified ombudsmen.</li> <li>• Develops, coordinates, and as necessary implements a system for documenting, disseminating and tracking all incoming and outgoing communications and requests for assistance, including: <ul style="list-style-type: none"> <li>- Application and referral documents.</li> <li>- Licensing onsite and complaint reports</li> <li>- Confidential abuse reports</li> </ul> </li> <li>• Utilizes Microsoft office software designed for Apple hardware.</li> <li>• Prepares and produces documents, brochures and presentations in MS Word and page layout software.</li> <li>• Produces and utilizes spreadsheets in Excel; develops, maintains and updates files and databases in FileMaker Pro and /or future data management system(s).</li> <li>• Assesses needs and problems of RFO program and prepares recommendations regarding training needs for staff, volunteers and changes to policies and procedures.</li> <li>• Researches and purchases supplies for RFO program</li> <li>• Coordinate in-person meetings for RFO and OLTCO.</li> </ul>
25%	R	E	<b>Website maintenance and Social Media Outreach</b> <ul style="list-style-type: none"> <li>• Researches, proposes, and implements effective methods of outreach for RFO program promotion statewide utilizing social media, print and voice.</li> <li>• Maintains RFO website information and social media accounts and develops/coordinates ongoing content.</li> <li>• Coordinates and updates changes to RFO marketing materials including but not limited to brochures, presentations, and posters.</li> </ul>
20%	R	E	<b>Development, Maintenance and Analysis of RFO Facility, Case and data information</b> <ul style="list-style-type: none"> <li>• Develops, maintains, implements and updates the electronic data systems for individuals served by RFO, including needed forms and templates. <ul style="list-style-type: none"> <li>-The systems contain legal, medical, human service documents and other confidential, person-specific information used by professionals and administrative staff to manage, document, review and account for RFO direct services.</li> </ul> </li> <li>• Coordinates and reviews residential facility data for accuracy, and contact information for resources from external partners.</li> <li>• Orients, trains, updates and assists RFO staff in utilizing the data system.</li> <li>• Identifies and trouble shoots data systems issues with IT staff.</li> <li>• Coordinate with RFO and Deputy ombudsman needed updates to data collection systems.</li> <li>• Periodically and upon request, run reports to collect and analyze RFO data.</li> </ul>

			<ul style="list-style-type: none"> <li>• In coordination with the RFO, create presentations for multiple audiences that explain the work, data and impact of the RFO program, including the legislature.</li> <li>• Collect and compile data from Deputy ombudsman for the monthly Residential Ombudsman Public Guardian Advisory Board reports and quarterly RFO update reports.</li> </ul>
10%	R	E	<b>Development/Coordination of Administrative Processes/Procedures</b> <ul style="list-style-type: none"> <li>• Assists RFO in developing, monitoring and refining administrative and office processes, procedures and controls for carrying out RFO Program administrative and support functions.</li> <li>• Orients and trains new staff and volunteers in administrative and support procedures and processes.</li> <li>• Coordinates administrative and support with activities carried out by other program and volunteers.</li> <li>• Facilitates purchase and payment of needed goods and services in compliance with Oregon's procurement regulations and policies, including but not limited to the Oregon Accounting Manual, OregonBuys, statewide contracts and COBID certifications.</li> <li>• Attends staff meetings.</li> <li>• Lead and participate in work groups as assigned.</li> <li>• Review and process agency-wide and program-specific invoices for payment; develop and maintain necessary in-house documentation to support and document payment process.</li> <li>• Review and process staff and volunteer TEDS (travel reimbursement).</li> <li>• Make in-state and out-of-state travel arrangements as needed in accordance with the Oregon Accounting Manual on Travel.</li> <li>• Coordinate staff SPOTS card reports.</li> <li>• Maintain and update master spreadsheet of RFO's inventory including all IT equipment, furniture and other program assets.</li> <li>• Prepare complete and finalized list of inventory in advance of the end of each fiscal year.</li> <li>• Prepare year end documentation, including contracts and annual questionnaire.</li> <li>• Ensure compliance with OLTCO record retention policy.</li> <li>• Maintain contract files for RFO including tracking invoicing and spending on contracts.</li> <li>• Assist RFO in developing, monitoring and refining administrative and office policies, procedures and controls.</li> <li>• Complete agency risk report.</li> </ul>
5%	NC	E	Other tasks as assigned
100%			

## SECTION 4. WORKING CONDITIONS

**Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.**

- Frequently communicate with individuals who are experiencing challenges with their residential care service provider and/or some part of the residential and long-term care system and may be upset or irate.

- Frequently talking with residential setting owners, providers, staff, family members and case management who may be defensive in their communications.
- Daily subject to fluctuating workloads and priorities in dealing with highly complex and sensitive issues.
- Frequently requires an altered work schedule or occasionally in excess of normal scheduled hours to meet client needs, high-volume and/or time-sensitive workload or agency priorities.
- Daily requires extensive use of digital technology including computers, information collection software/systems, and cell phones.
- Frequently requires public speaking and attending meetings in environments not managed by the agency.
- Frequent in state travel. Occasional overnight travel may be required.
- Occasional travel requires that the employee have a valid driver's license.

There may be times that a position or an individual must be located full-time, on-site, within traditional business hours. Times when on-site presence can be required include but are not limited to training, performance, business alignment, accommodations, or resource availability.

This position is suitable for remote work options. To be eligible for remote work, staff must have a home workspace that meets all applicable technology, security and safety requirements including the ability to provide protection of confidential information. Staff are responsible for obtaining an appropriate broadband internet connection for working remotely.

Staff working remote shall:

- Meet all responsibilities and perform all duties as if their role was performed in a traditional work setting.
- Comply with all agency policies, guidelines, and management directives.
- Maintain a professional demeanor in the performance of all duties.
- Meet and maintain performance expectations.
- Be available each week during established work hours, as determined by the business need.

OLTCO is committed to diversity. Diversity efforts reinforce respectful treatment of others in the workplace. These efforts focus on identifying ways to work better together, reducing conflict by increasing understanding, improving collaboration, fostering teamwork, and increasing productivity and quality of services delivered by OLTCO. You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful, and productive work environment.

Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. This includes maintaining regular and punctual attendance; performing all duties in a safe manner; and complying with all policies and procedures.

## SECTION 5. GUIDELINES

### a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

- ORS 443.380 to 443.394 establishing the Residential Facilities Ombudsman and RFO program.
- Protection & Advocacy for Individuals with Developmental Disabilities (PADD) (42 U.S.C. § 15001, P.L. 106-402).
- Protection & Advocacy for Individuals with Mental Illness (PAIMI) (42 U.S.C. § 10801, P.L. 106-310)
- ORS 441.400 - 441.419.
- OAR(s)

- Program policy and procedure.
- Federal and state laws, regulations and policies relating to residential care facilities under Department of Human Services Intellectual and Developmental Disabilities and Oregon Health Authority Behavioral Health.
- Licensing standards, policies and guidelines: DHS, OHA, Multnomah County
- Community Health Organization (CCO)/Mental Health Organization (MHO) rules and guidelines
- Oregon abuse and neglect laws for Intellectual and Developmental Disabilities (Adult), Intellectual and Developmental Disabilities (Children), Behavioral Health (Adult)
- Guardianship law and standards

## b. How are these guidelines used?

These Federal and State statutes, rules and policies are used to provide the framework for the work of the Deputy Ombudsman. Guidelines are often written vague; often there are gaps and/or overlapping and conflicting information, causing much room for interpretation for the Deputy.

## SECTION 6. WORK CONTACTS

**With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?**

Who Contacted	How	Purpose	How Often?
<b>Note:</b> If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".			
Residential and Residential Treatment facility administrators, owners and other staff	In person, written, telephone	Interview and communicate with to; Explain program services; Interpret program policies and procedures; Develop and present trainings on law and policy; and interpret and advise on federal and state laws and regulations.	Regularly
Residential and Residential Treatment facility residents	In person, telephone	Explain program services; Identify, and discuss and advise on options for resolving issues on behalf of the residents.	Regularly
Family and friends of residents	In person, written, telephone	Explain program services;	Frequently
State and local community agency directors, managers and staff	In person, written, telephone	Discuss and advise on individual consumer and system issues, trends, and potential resolutions; resolve interagency issues.	Frequently
Attorneys, Guardians Medical Professionals	In person, telephone, written	Explain program services; Interpret program policies and procedures; Investigate and resolve complaints; Provide technical assistance and consultation; and Interpret federal and state laws and regulations.	Regularly
Community Organizations	In person, telephone, written	Explain program services; and provide consultation.	Regularly
Coordinated Health Care Organizations / Mental Health organization health plans	In person, telephone, written	Explain program services; Identify,	Frequently

## SECTION 7. POSITION RELATED DECISION MAKING

**Describe the typical decisions of this position. Explain the direct effect of these decisions.**

Research and make decisions for recommendations about processes, policies and procedures that will best meet the needs for the RFO program. Decisions require analysis, evaluation and interpretation. Decisions made have an impact on the agency and residents of residential facilities. Poor decisions could result in unnecessary expenses to the agency and its customers; litigation against the state; failure to meet agency product; failure to meet time and service requirements; customer dissatisfaction; negative publicity; negative team morale.

## SECTION 8. REVIEW OF WORK

**Who reviews the work of the position?**

Classification Title	Position Number	How	How Often	Purpose of Review
Compliance and Regulatory Manager 1	1140021	In person, phone, email	As Needed	Assignment of tasks and Performance Evaluation

**Note:** If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

## SECTION 9. OVERSIGHT FUNCTIONS

**THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY**

- a. How many employees are directly supervised by this position? 0  
How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- |  |   |
|--|---|
| <input type="checkbox"/> Plan work               | <input type="checkbox"/> Coordinates schedules                    |
| <input type="checkbox"/> Assigns work            | <input type="checkbox"/> Hires and discharges                     |
| <input type="checkbox"/> Approves work           | <input type="checkbox"/> Recommends hiring                        |
| <input type="checkbox"/> Responds to grievances  | <input type="checkbox"/> Gives input for performance evaluations  |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & signs performance evaluations |

## SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

**ADDITIONAL REQUIREMENTS:** List any knowledge and skills needed at time of hire that are not already required in the classification specification:

- Significant experience working with Individuals experiencing an Intellectual or Developmental Disability or chronic Mental Illness.
- Ability to interpret and explain law and rule.
- Mediation skills.
- Advanced communication skills with the ability to persuade and communicate in a variety of forms.
- Knowledge of individual differences in ability, communications, personality and interests.
- Management principles involved in planning and coordination of people & resources.
- Effective delivery of culturally responsive and inclusive advocacy services, including fostering ongoing personal awareness and humility.

This position is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check.

**BUDGET AUTHORITY:** If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type
<i><b>Note:</b> If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".</i>		

## SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

## SECTION 12. SIGNATURES

_____ Employee Signature	_____ Date	_____ Supervisor Signature	_____ Date
_____ Appointing Authority Signature	_____ Date		