

Position Description: Part-Time, Temporary Ombudsman

Schedule:

Flexible work hours, 8:30 am – 5:00 pm Monday – Friday, totaling 20 hours per week

Description:

Temporary (eight week) part-time position to cover for the full-time Ombudsman, starting mid-February, 2018. Reports to the Executive Director.

Responsibilities:

- Assist and advocate for consumers of mental health and/or AOD services and their families in understanding their rights and responsibilities and guide them in how to address complaints/grievances with outpatient providers or hospital systems.
- Assist and provide information & referral services for those individuals seeking mental health services, consumers of mental health services, and family members of individuals with mental health concerns.
- Assist individuals and family members in navigating the mental health/AOD system in Franklin County and other systems that impact their recovery, including, but not limited to the psychiatric hospital system, the public benefits system, the subsidized housing system.
- Provide referral to the Legal Aid Society of Columbus for specific client concerns including but not limited to Housing issues, benefits issues, domestic issues, and consumer issues.
- Assist consumers who “fall through the cracks” in the current system due to reasons such as insurance coverage or lack thereof, provider wait lists, etc.
- Serve as an intermediary for consumers of the community mental health system in Franklin County who are afraid to utilize their provider’s grievance process due to fear of retaliation or other reasons.
- Assist consumers who are not satisfied despite appropriate provider interventions.
- Document all Ombudsman calls and interventions in the database and document follow-up attempts.

Benefits:

FICA, Worker’s Compensation

Qualifications:

Minimum Bachelor’s Degree in Social Work or Master’s in Clinical Counseling with current professional licensure (LSW, LPC, LPCC). At least 3 years of clinical experience required working with individuals with severe, persistent mental illness and working within the mental health/AOD system in central Ohio. Experience and skills preferred: mediation and negotiation, familiarity with client rights and grievance procedures, working with diverse communities and individuals, and working with Mac based computers, Microsoft Office, and database documentation.