Ombudsman

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
OMBUDSMAN I	3660	B17	$42,976 - $64,469
OMBUDSMAN II	3662	B19	$48,244 - $76,028
OMBUDSMAN III	3663	B21	$54,278 - $87,046
OMBUDSMAN IV	3665	B23	$61,184 - $99,658
OMBUDSMAN V	3666	B25	$69,572 - $114,099
OMBUDSMAN VI	3667	B27	$84,182 - $142,374
OMBUDSMAN VII	3668	B29	$101,860 - $172,272

GENERAL DESCRIPTION

Performs mediation work involving assisting employees or the general public in resolving disputes and issues or concerns in situations such as filing claims, obtaining or disputing benefits, or resolving grievances and complaints; preparing participants for conferences, meetings, hearings, and proceedings; and investigating complaints.

EXAMPLES OF WORK PERFORMED

Conducts intake of issues and disputes and logs them into a database, then prioritizes and tracks the status.

Answers questions and explains relevant state and federal rules, regulations, programs, and procedures to employees, the general public, and other stakeholders.

Consults with various groups on issues and procedures concerning conferences, meetings, hearings, and arbitration proceedings.

Facilitates information sharing among various parties involved in a grievance, dispute, or claim.

Provides information and assistance to employees or the general public with applying for benefits, preparing for hearings, responding to requests for court action, and resolving disability determination disputes.

Contacts affected parties, explains ombudsman services, and explains rights and responsibilities.

Records information on contacts and case actions in applicable systems.

Requests, reviews, and organizes supporting documentation to determine whether applicable information has been received.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level VII may also perform work listed within the previous levels.

***Note**: Factors that may distinguish between journey levels include the degree of independence in performing the work, the complexity of the work, the scope of responsibility, and the employee's related experience, education, and certifications. Employees at the journey levels may independently perform the full range of work listed in the examples or may assist others in that work. Additionally, issues and complaints of high complexity are typically escalated to senior-level employees.*

OMBUDSMAN I: Performs routine (journey-level) mediation work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees may occasionally assist others in performing work of greater complexity.

OMBUDSMAN II: Performs moderately complex (journey-level) mediation work. Works under general supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may:

- Receive and review issues and disputes from employees, government agencies, advocacy groups, residents of facilities, and the public.
- Prioritize and resolve issues and complaints by initiating investigations, conducting research, and explaining laws, policies, and procedures.
- Investigate and resolve complaints and communicate with various groups on behalf of the individuals with a grievance, dispute, or claim.
- Advocate for the rights of residents in facilities.

OMBUDSMAN III: Performs complex (journey-level) mediation work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may work more independently than the previous levels and may routinely assist other staff in performing work of greater complexity. Employees may identify problem trends, alert management, and provide recommendations for resolution.

***Note:** A senior-level employee (levels IV-VII) may serve in a lead or supervisory role; however, typically, supervisory responsibilities within this job classification series will be found at level V, VI, or VII, depending on the structure and size of the supervised workgroup.*

A senior-level employee may perform the full range of work identified in the levels preceding their own, and/or may oversee or coordinate that work for others. Factors that may distinguish between senior levels include the scope of responsibility, oversight, and authority and the nature, complexity, scope, and impact of the work performed.

OMBUDSMAN IV: Performs highly complex (senior-level) mediation work. Works under limited supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may:

- Provide guidance to staff in the development and integration of new methods, policies, and procedures related to program activities.
- Provide input on the updating of procedures, practices, and policies for publication by the agency.
- Perform community education outreach activities to coordinate and stimulate interest in program services.

OMBUDSMAN V: Performs advanced (senior-level) mediation work. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may independently perform some of the most complex mediation work and may participate in the development and delivery of training on various topics, including communication and conflict resolution.

OMBUDSMAN VI: Performs advanced and/or supervisory (senior-level) mediation work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level serve as technical experts for grievances or claims processing and procedures.

OMBUDSMAN VII: Performs highly advanced and/or supervisory (senior-level) mediation work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level frequently use their specialized expertise to advise management on a variety of issues necessary to ensure consistent statewide implementation of rules, regulations and policies. Employees may also oversee or work on some of the largest, most complex, or highest-profile projects.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to specifically meet the agency's business needs. Agencies may substitute experience, education, military service, apprenticeships, and relevant credentials for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of pertinent laws and regulations and customer service practices or dispute resolution.

- Skill in conducting investigations, mediation and dispute resolution, in the use of a computer and applicable software, and in the use of interpersonal techniques.

- Ability to analyze and prepare documents, reports, and correspondence; to conduct research; to recognize problems and identify and facilitate solutions; and to communicate effectively.

Additional for Ombudsman II – VII levels

- Ability to investigate complaints.

Additional for Ombudsman IV – VII levels

- Ability to develop and modify policies and procedures.

Additional for Ombudsman V – VII levels

- Ability to serve as a lead worker providing direction to others.

Additional for Ombudsman VI – VII levels

- Ability to supervise the work of others.

REGISTRATION, CERTIFICATION, OR LICENSURE

May be required to obtain an adjuster’s license from the Texas Department of Insurance and to maintain the license in good standing.