



Ombudsman VI

Salary Group: B27

Class Code: 3667

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
ASSOCIATE OMBUDSMAN	3659	B15	\$32,976 - \$52,045
OMBUDSMAN I	3660	B17	\$36,976 - \$58,399
OMBUDSMAN II	3662	B19	\$42,244 - \$68,960
OMBUDSMAN III	3663	B21	\$48,278 - \$78,953
OMBUDSMAN IV	3665	B23	\$55,184 - \$90,393
OMBUDSMAN V	3666	B25	\$63,104 - \$103,491
OMBUDSMAN VI	3667	B27	\$76,356 - \$129,137
OMBUDSMAN VII	3668	B29	\$92,390 - \$156,256

GENERAL DESCRIPTION

Performs advanced and/or supervisory (senior-level) mediation work. Work involves overseeing dispute resolution activities; assisting employees or the general public in resolving conflicts and problematic issues or concerns in situations such as filing claims, obtaining or disputing benefits, or resolving grievances; preparing participants for conferences, meetings, hearings, and proceedings; and investigating complaints. May supervise the work of others. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Oversees staff who provide advice on and explain relevant state and federal rules, regulations, programs, and procedures to employees or the general public.

Oversees programs that assist employees or the general public with applying for benefits, preparing for hearings, requesting court action, and resolving grievances or disputes.

Oversees and/or performs complaint investigations, findings, and resolutions; mediates grievances and disputes; and recommends action to resolve the most difficult or exceptional issues.

Oversees and resolves or mediates various types of grievances, disputes, or claims, including those of the highest complexity or large in scope.

Oversees the organization and maintenance of documentation and the recording of information on contacts and case actions.

Oversees and provides guidance to staff in the development and integration of new methods, policies, and procedures related to program activities.

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; investigates and resolves complaints; and communicates with various groups on behalf of the individuals with a grievance, dispute, or claim.

Provides input on the updating of procedures, practices, and policies for publication by the agency.

Functions as a technical expert for grievances or claims processing and procedures.

Performs community education outreach activities to coordinate and stimulate interest in program services.

Advocates for the rights of residents in facilities.

May supervise the work of others.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in claims management, insurance, social work, workers' compensation, counseling, mediation, or dispute resolution work. Graduation from an accredited four-year college or university with major coursework in business administration, psychology, sociology, or a related field is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

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

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

Ability to analyze and prepare documents, reports, and correspondence; to investigate complaints; to recognize problems and identify and facilitate solutions; to develop and modify policies and procedures; to communicate effectively; and to supervise the work of others.

REGISTRATION, CERTIFICATION, OR LICENSURE

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