

OMBUDSMAN

DEFINITION

Under direction of the Office of the Director, this position will assure collaboration and coordination of county provided and contracted services to assist families to nurture their children and to support their families through employment.

EXAMPLE OF DUTIES

Participate with service providers and collateral contacts (such as the schools and medical providers) as well as department staff to develop protocols and enhance collaborative service planning and problem solving; review case plans/consult with families and staff to identify problems of system integration, service provision, potential conflict due to program policies; advocate on behalf of families enrolled in Medicaid HMO's and other similar providers to provide outreach and appropriate, accessible services; recommend modifications in program and delivery systems to improve access, cultural competence and accessibility for families; provide feedback to the Director and Division Administrators on unmet needs and concerns in the delivery system and overall operations/system coordination issues.

EMPLOYMENT STANDARDS

Education and Experience: Degree in public administration or human services related field and 3 years of progressively responsible experience in providing or managing human services programs. At least one year of direct service experience serving low income groups.

Knowledge, Skills and Abilities: Knowledge of community resources and Dane County program requirements. Ability to lead and participate in cooperative teams. Ability to communicate effectively both orally and in writing. Ability to identify system issues and recommend responses.