

## **Long-Term Care Ombudsman**

**Contractual Position with some benefits (leave time, medical, dental, and vision insurance)**

**Salary: \$25 per hour, \$52,000 annual**

### **Position Description**

This is a professional position performing advocacy work on behalf of seniors and adults with disabilities who live in long-term care (LTC) facilities. Work includes serving as an advocate for and protecting the rights of residents of LTC facilities, which involves receiving, investigating, and resolving complaints made by and on behalf of residents living in nursing homes and assisted living facilities. The success of advocacy work directly impacts the safety and quality of life of residents in long-term care.

### **Examples of Duties and Knowledge, Skills and Abilities**

- The scope of work addresses the needs and concerns of residents of a facility as a whole or individually, with consent from the resident.
- Employee must have great organizational skills, and writing skills, and be able to prioritize work to respond to residents promptly.
- Receives, investigates, and seeks to resolve complaints made by and on behalf of residents of LTC facilities.
- Maintains strict confidentiality guidelines to protect the identity of complainants.
- Routinely, visits residents of assigned facilities to monitor their health, safety, welfare, and rights a resident has while living in a LTC facility.
- Assist in establishing effective resident and family councils.
- Provides assistance to callers seeking LTC placement information.
- Maintains client files using GetCare documentation system.
- Establishes and maintains working relationships with LTC facilities, State agencies, and law enforcement agencies to facilitate working effectively on problems of the population served.
- Give educational presentations for staff, residents, and the community regarding Residents' Rights, elder abuse awareness/prevention, and other pertinent topics for the aging population.
- Occasionally reviews and comments on existing and proposed laws, regulations, and policies related to residents of long-term care.
- Must have considerable knowledge and understanding of Federal and State laws regarding regulations and standards pertaining to LTC facilities; Medicare; Medical Assistance and related insurance programs.
- General understanding of Older Americans Act programs.
- General knowledge of human services systems, programs, and benefits for older adults.

- Ability to actively listen and show empathy and compassion towards individuals in difficult circumstances.
- Ability to express ideas clearly, both orally and in writing.
- Ability to work well individually and as part of a team.

**Minimum Qualifications**

Graduation from an accredited four-year college or university with a minimum of a bachelor's degree in gerontology, social work, or a related area; considerable experience in advocacy; and a valid non-commercial Class C motor vehicle operator's license.

**To apply for this position, please send resume to [agcarr24@aacounty.org](mailto:agcarr24@aacounty.org)**