

ALLEGANY COUNTY HUMAN RESOURCES DEVELOPMENT COMMISSION, INC.

POSITION VACANCY ANNOUNCEMENT

POSTING DATE: 10/23/2023

IN-HOUSE: X

DEADLINE FOR APPLICATIONS: 11/23/2023

OUTSIDE: X

POSITION Long-Term Care
Ombudsman / Resident
Advocate

INITIAL WORKSITE*

125 Virginia Avenue
Cumberland, MD

* Subject to change based on program needs

PROGRAM: Elder Services

SALARY: Hourly: _____

Annually: \$37,024

GENERAL SCOPE:

Under the supervision of the Director Area Agency on Aging, and in accordance with Agency Policies and Procedures, the Estates and Trusts Article of the Annotated Code of Maryland, and the Nursing Home Patients Bill of Rights to the Annotated Code of Maryland, independently fosters working relationships with nursing home administrators and assisted living providers; investigates and resolves complaints made to Long-Term Care Ombudsman Program; assists in recruitment, development, and case oversight of potential Volunteer Ombudsmen; conducts monitoring visits to licensed long term care facilities and assisted living facilities within Allegany County; utilizes community resources and public benefits with the objective of providing the maximum level of services to the at-risk and institutionalized customer; adhere to the Conflict of Interest Policy set by State and Federal regulations and strives to strengthen community systems for older persons by promoting partnerships with public, private and voluntary organizations; maintains a positive, professional attitude, and ensures resident confidentiality. Coordinate and implement Elder Abuse information to the community; conduct workshops; maintain accurate records; develop outreach materials; and develop partnerships. The Ombudsman also can participate in systemic advocacy at the local, state, and federal levels.

QUALIFICATIONS: (Education/Experience)

1. Bachelor's Degree in Human Services or related field required with two years of experience with vulnerable adult population paid/volunteer preferred.
2. Must be able to complete LTC ombudsman certification training within the probationary period.
3. Working knowledge of computer operations including applications Microsoft Office and web database skills or demonstrated ability to learn within the specified time period as determined by the employer.
4. General knowledge of office procedures with excellent organization and goal-oriented skills
5. Ability to read and interpret laws and regulations pertaining to nursing facilities and long-term care issues.
6. Must exhibit good oral and written communication skills to legibly and accurately complete forms and maintain records.
7. Ability to exercise independent judgment and time management skills.
8. Must possess a valid driver's license and have access to transportation to travel independently to perform job duties.
9. Ability to maintain confidentiality and perform the job without conflict of interest.
10. Must complete a satisfactory Criminal Background Check and drug screen within the timeframe established by the program.

DUTIES AND RESPONSIBILITIES:

1. Ensures the qualitative and quantitative achievement of state mandated LTC Ombudsman program activities in concert with established program goals and objectives.
2. In conjunction with the Director, establish standards, monitoring, and feedback procedures so that people or processes can be guided to pre-determined objectives in a timely manner.
3. Completes Agency intake/application forms and customer needs assessment on each program participant as customers enroll and annually thereafter.
4. Has a working knowledge of HRDC programs and services and accurately assesses customer needs and makes appropriate referrals to internal and external programs.
5. Ensures maximum utilization of community resources.
6. Utilizes the state-approved documentation software system to note all activities performed.
7. Attends all meetings, seminars, and trainings as required.
8. Accurately prepares and submits all required reports in a timely manner.

9. Assists in the development and maintenance of the current program operations manual.
10. Ensures full and complete implementation of agency policies and procedures pertaining to resident abuse/neglect, resident records, confidentiality, and resident complaints.
11. Provides investigation or mediation and follow-up activities regarding any alleged violations of resident's rights in Allegany County's nursing homes or other long-term care facilities.
12. Acts as a facilitator to resident and family councils in Allegany County nursing homes.
13. Conduct monitoring visits during business hours and non-traditional hours(as needed) to ensure that standards of basic care and amenities are afforded to residents.
14. Maintains case records in accordance with federal, state, and local policies and procedures, including those designed to protect the identity, confidentiality, and privacy of residents and complainants.
15. Assists with the collection and interpretation of data and preparation of narrative and statistical reports.
16. Communicates orally and in writing with professionals, community groups, and individuals.
17. Assists in the development, coordination, and implementation of ongoing training for professionals and community groups.
18. Maintains level of effort per regulations per nursing facility.
19. Implements assigned public relations activities in conformance with the agency's public relations goals and strategies.
20. Participates in the recruitment, and training of any and all potential volunteers to the Ombudsman Program.
21. Participation in systemic advocacy at the local, state, and federal levels.
22. Other duties as assigned by supervisor.
23. Promotes and supports the agency's Core Values (**T**eamwork, **H**onesty, **R**espect, **I**nnovation and Growth, **V**alue of People, and **E**ffort and Commitment) in their day-to-day work.

WORKING CONDITIONS:

This is a 40-hour per week non-union position with an hour lunch break per day. The employee works from a central office with frequent trips to nursing homes and other long-term care facilities. Occasional weekend and evening work is required.

The position requires extensive local and quarterly out-of-town travel.

NOTICE: All applicants must submit an HRDC Employment Application, resume, and cover letter which indicates how their work or educational experience meets the qualifications of the position. HRDC applicants who are union employees and applying for another union position must also submit copies of their two most recent performance evaluations.

SUBMIT APPLICATIONS TO:

HRDC Personnel Office
125 Virginia Avenue
Cumberland, MD 21502

HRDC - AN EQUAL OPPORTUNITY EMPLOYER