

JOB DESCRIPTION

TITLE: Long-Term Care Community Ombudsman

DEFINITION: Serves as a state certified ombudsman to protect resident rights and to improve the quality of care and life for residents of long-term care facilities.

DUTIES:

1. Visit residents of assigned long-term care facilities on a regular basis.
2. Receive, investigate and attempt to resolve complaints made by or on behalf of long-term care residents.
3. Advocate on behalf of long-term care residents in the community.
4. Conduct in-service training for long-term care facility employees and related staff.
5. Provide technical assistance to resident and family councils.
6. Prepare accurate and timely statistical reports and narrative documentation.
7. Perform other duties as assigned by supervisor.

EDUCATION: A minimum of two years college education in an appropriate field. Degree preferred. Must successfully complete the certification process conducted by the Department of Human Resources, Division Aging.

EXPERIENCE: One year's experience as a professional or volunteer in the field of aging or disability.

SALARY: DOE

SEND Cover letter and resume to: Karen Boyles
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