

Old Colony Planning Council

Long Term Care-Ombudsman - Part-Time Assistant Director

Position Description: The Long-Term Care Ombudsman Program is a federally mandated Older Americans Act Program that advocates for the wellbeing and rights of long-term care facility residents, including nursing homes, rest homes, and transitional care units.

The Ombudsman Program fulfills the requirements outlined in the Regulations and Policies of the federal Older Americans Act and the Statewide Long Term Care Ombudsman program by investigating and working to resolve the issues of residents regarding their rights.

Within currently budgeted 4.5-hour weekly time permitted - Assists the Ombudsman Director with duties she prioritizes, including, but not limited to:

- Overseeing the implementation of the objectives and goals of the LTC Ombudsman Program by providing coverage to nursing homes, rest homes, and transitional care units in the Old Colony Planning Council (OCPC) service area.
- Assessing and resolving problems or concerns of residents in long term care homes.
- Interacting with residents, families, providers, host agency staff, state agencies and community organizations to resolve disputes and disseminate Ombudsman information.
- Helping recruit, train, and monitor volunteers on a regular basis.
- Maintaining Program records in compliance with the Exec Office of Health & Human Services.
- Reporting to and consulting with State Office staff on all Ombudsman related issues.
- Attending meetings and training as directed by the State Ombudsman.

Qualifications:

- Ability to obtain and pass the state's Ombudsman Training Certification.
- Sensitivity to the needs of residents in long-term care homes.
- Excellent oral, written, communication and observation skills.
- Ability to manage conflict and difficult situations and communicate effectively.
- Experience, in advocacy, aging services, case management, human rights desired.
- Ability to investigate and mediate the resolution of issues from the resident's perspective.
- Computer proficiency required (Microsoft Office 365 applications – Word, Excel, PowerPoint).
- Skills in program management including supervision, and volunteer management.
- A valid Massachusetts driver's license and a legal insured motor vehicle.
- Ability to work in the field, at the office, or at home as needed.
- A Bachelor's degree in social work, human services, nursing home or related field, or equivalent Work or Life experience is preferred.

Anticipated Compensation: \$23-\$25 per hour

Please submit a cover letter, resume, and writing sample via email to:

Mary Waldron, Executive Director
Old Colony Planning Council
Mwaldron@ocpcrpa.org