



Rebecca Coletta, President | Mary Waldron, Executive Director

(508) 583-1833

70 School Street, Brockton, MA 02301

[www.oldcolonyplanning.org](http://www.oldcolonyplanning.org)

## **Long Term Care-Ombudsman – Program 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 and rest homes.

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.

### **The Ombudsman Director will oversee implementation of the objectives and goals of the OCPC Ombudsman Program including, but not limited to:**

- Providing coverage through visitation to Long Term Care (LTC) - nursing homes and rest homes, in the Old Colony Planning Council (OCPC) service area.
- Following federal and state regulations that determine the policy of the Ombudsman Program.
- Maintaining confidential information within the Ombudsman Program.
- Assessing and resolving problems or concerns of residents in long-term care homes.
- Interact 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 monthly basis.
- Maintaining Program records in compliance with the Exec Office of Health & Human Services.
- Reporting to, consulting, and attending meetings and trainings with State Office staff on all Ombudsman-related issues. Also, reporting to and working in cooperation with the OCPC Area Agency on Aging Administrator on Agency-related matters.

### **Qualifications:**

- Ability to obtain and pass the state's Ombudsman Training Certification. (Training begins in April)
- Sensitivity to the needs of residents in long-term care homes.
- Excellent oral, written, communication and observation skills.
- Ability to manage conflict and communicate effectively in demanding situations
- 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, Teams).
- Skills in program management including supervision and volunteer management.
- A valid Massachusetts driver's license and a legally insured motor vehicle.
- Ability to travel and work in the field, at the office, or at home as needed.
- A bachelor's degree in social work, Nursing, Gerontology, Human Services, or related field, or equivalent Work, or Life experience is preferred. Licensed Social Workers or Social Workers working towards licensure are also desired.



**OLD COLONY**  
PLANNING COUNCIL

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**Anticipated Starting Compensation: \$63,000 - \$68,000 annually, based on qualifications and experience.**

**This position will be posted until filled.**

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

Mary Waldron, Executive Director, Old Colony Planning Council, [Mwaldron@ocpcrpa.org](mailto:Mwaldron@ocpcrpa.org)