OLD COLONY PLANNING COUNCIL

Iolando Spinola, President | Mary Waldron, Executive Director

(508) 583-1833 | 70 School Street, Brockton, MA 02301 | www.oldcolonyplanning.org

JOB DESCRIPTION - POSTING

Job Title: South Shore LTC (Long Term Care) Ombudsman Program Director

Reports to: AAA Administrator, OCPC Area Agency on Aging and the State Ombudsman

Basic Job Function:

To maintain the goals of the Long-Term Care (LTC) Ombudsman Program in the South Shore LTC Ombudsman Program, in compliance with Federal and State regulations.

Oversees all aspects of program operations, development and implementation of strategic goals and objectives of the program. Supervises all program staff and volunteers.

Job Duties & Responsibilities:

1. Supervises the Assistant Program Director.
2. Recruits, trains, supervises and empowers a team of certified volunteers to act as professional Ombudsman. Coordinates information and training of volunteers with the South Shore LTC Program, the State Ombudsman, and Executive Office of Health and Human Services (EOHHS).
3. Monthly Meetings: Leads planning and facilitation of monthly meetings with volunteers for (a) on-going training, case analysis, and program development; (b) devising procedures and activities to sustain volunteers' interest, enthusiasm and loyalty; (c) education of volunteers on legislative issues and enlisting their help in lobbying. Participates in monthly State LTC Ombudsman supervisory meetings with the Executive Office of Health and Human Services.
4. Works in cooperation with nursing and rest home administrators and staff to encourage a spirit of trust and professional interactions in the Ombudsman Program.
5. Manages field training that is required, at least 10 hours, for all new volunteers. Accompanies each volunteer on his/her first visitation to introduce to the staff. Reviews all policies, internal operating procedures, and forms of the South Shore LTC Ombudsman Program.
6. Investigates and works toward resolution of those problems in nursing and rest homes beyond the capabilities of volunteers. This includes consultation with supervisors, legal, and other resources.
7. Conducts annual evaluations and monitoring visits with Ombudsman volunteers.
8. Develops working relationships with appropriate community agencies, institutions, and individuals to coordinate program services and activities with community services and resources.
9. Receives, assesses, and investigates complaints received by telephone, correspondence, or in person to improve residents' quality of care and life in nursing and rest homes
10. Responsible for ensuring Ombudsman program coverage at all nursing and rest homes in the planning and service area.

11. Maintains information on nursing and rest homes, including staff changes, reviews of notices of discharges and transfers, legal, referral and regulatory information, with a continuous goal to assist Ombudsman volunteers, Councils on Aging, South Shore LTC Ombudsman Program staff, and other agencies' informal support system, in their capabilities to help families and older adults.
12. Uses persuasive public speaking and marketing skills to publicize the program with a goal of informing and educating the public and recruiting volunteers.
13. Participates in relevant training programs and meetings sponsored by the Executive Office of Health and Human Services, Old Colony Planning Council, and other resources.
14. Directs and maintains a confidential record system for documenting all activities of the program to summarize staff and volunteer activities and report to EOHHS and South Shore LTC Ombudsman Program. Oversees compliance with State standards for timely completion of data entry into web-based applications.
15. Prepares annual pre-survey and monitoring reports for State offices of Ombudsman and the Department of Public Health. Meets with the Department of Public Health surveyors when a general survey is conducted.
16. Maintains effective communication with the State Ombudsman Program staff.
17. Other duties as assigned by Supervisor.

Accountable to: State Long-Term Care Ombudsman Program staff and Old Colony Planning Council - Area Agency on Aging, Administrator.

Qualifications:

1. Excellent interpersonal oral and written communication skills.
2. Familiarity and/or experience in working in/with nursing and rest homes or other residential settings (e.g., group/congregate, assisted living).
3. Administrative experience in program design; experience in community organization.
4. Experience with investigation, mediation, and problem resolution.
5. Proven ability to work independently with a high degree of flexibility and judgment.
6. Supervisory experience, including recruitment, training and development, and performance evaluation, required.
7. Bachelor's degree in human service field such as gerontology, social services, nursing, or public health, and three (3) years of related experience or commensurate/long standing life experience.
8. Working knowledge of social services, Medicare, Medicaid, and other benefits programs and their eligibility related to older adults and those with disabilities, preferred.
9. Knowledge of record-keeping practices, quality control, gathering of statistical data, and monitoring and evaluation procedures.
10. Experienced user of Microsoft Office suite and other web-based applications
11. A valid Massachusetts driver's license and a legally insured and registered motor vehicle, required.
12. Completion of initial State Ombudsman Program certification training and maintenance of this certification training.
13. Travel is required regularly throughout the planning and services area.

This is a full-time position. The work schedule will be determined by organizational and program needs. Starting salary will be based on relevant experience, education, and skills, with an anticipated range of $60,000–$70,000 per year. Contingency of this position is subject to availability of funds.

Applications will be reviewed as they are received. The posting will remain open until the position is filled. The organization hopes to fill the position as soon as possible.

Please submit a resume and/or cover letter describing qualifications and background via email to:

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

Date: October 30, 2026