JOB DESCRIPTION
LONG-TERM CARE OMBUDSMAN COORDINATOR

Background:

The Center for Advocacy for the Rights and Interests of the Elderly (CARIE) is a non-profit organization based in Philadelphia, dedicated to improving the quality of life of older adults. CARIE was founded in 1977, primarily as an advocacy organization for the vulnerable elderly. Its initial program, "the CARIE LINE," quickly became recognized throughout the region as a resource for a wide range of people and institutions seeking to resolve elder care issues. Today, the agency's telephone consultation service is just one aspect of a coordinated array of programs.

Values Statement:

Diversity, equity, and inclusion are core values at CARIE. We value ideas that come from a diverse work environment and are committed to bringing diversity of thought, experience, and expertise into all aspects of our work. CARIE promotes a culture of accepting, respecting and valuing differences that include attributes such as age, race, gender, ethnicity, religion, sexual orientation, gender expression, sexual identity, ability, language, family circumstance and cultural backgrounds. All candidates that meet the requirements of this position are encouraged to apply.

Position:

Under contract with the MCOSS (Montgomery County Office of Senior Services) the Center for Advocacy for the Rights and Interests of the Elderly (CARIE) is responsible for providing Long Term Care (LTC) Ombudsman services. The LTC ombudsman serves as an advocate for long term care consumers by handling complaints and educating residents and families about their rights. This full-time position reports to CARIE’s Program Manager. The Ombudsman Program covers 60 nursing homes, 5 assisted living facilities, 55 personal care homes, 8 Domiciliary Care Homes, and 18 Adult Daily Living Centers.

Duties and Responsibilities:

- Provide supervision to MCOSS ombudsman staff, interns, volunteers, and PEERs.
- Review and assign cases and conduct regular case reviews with staff.
- Monitor policy, practices that impact long term care consumers.
- Monitor facilities that are out of compliance and address other LTC/community based issues as needed.
- Investigate and resolve complaints made by and on behalf of LTC consumers.
- Provide advocacy and information about issues regarding LTC consumers.
- Attend and participate in LTC resident/participant meetings and family meetings.
- Make regular visits to LTC settings to observe facilities, talk to consumers, investigate complaints, staff/consumer interaction, check for safety, cleanliness, etc.
- Respond to requests for assistance and in-services for facility staff.
- Support volunteer ombudsman and PEER (PA’s Empowered Expert Residents) program as needed.
• Analyze public policy affecting long-term care services and assist in developing comments.
• Provide information about long term care issues to the community through speaking engagements, on-going involvement with other organizations, hearings, etc.
• Represent the Ombudsman Program on committees and workgroups.
• Attend CARIE staff meetings and committees as assigned, attend regular Montgomery County ombudsman meetings, regional ombudsman meetings and required trainings.
• Write occasional reports, articles, or other materials.
• Review literature (reports, articles, studies, etc.) to stay current on long term care issues.
• Ensure documentation in program database is completed according to the required timeframes.
• Conduct periodic staff evaluations and provide ongoing feedback.

**Educational/Experience/Skill Requirements:**
• MSW or related degree or bachelor’s degree and 3-5 years’ experience.
• Experience in and/or knowledge of aging policy, resources for older persons and their caregivers and the long-term care system.
• Supervisory experience
• Experience in negotiating or resolving problems.
• Excellent verbal and written communication skills and knowledge of Microsoft Office.
• Willingness to attend mandatory training.
• Willingness to travel throughout Montgomery County and flexibility to work occasional evening and weekend hours.
• Ability to remain objective and impartial while investigating complaints.
• Public speaking/training expertise.
• Must have access to a car, current driver’s license, and proof of auto insurance.

**Physical and Mental Demands:**
• Must work well under pressure and have the ability to be creative and analytical.
• Must be able to travel locally and be willing to use public transportation.
• Must be able to operate office equipment including but not limited to computer, telephone, fax, copier; move freely around the office; sit or stand at a desk and telephone for long periods of time; communicate in person, virtually and over the telephone with individuals and groups.
• Availability for occasional work outside of normal office hours.
• Some lifting of 10-20 pounds may be necessary.

**Required Screening:**
• Criminal background check
• Professional References
• Must be free of conflict of interest
• Proof of COVID-19 vaccination

**Compensation:**
• Competitive salary, excellent benefits, and out-of-pocket expense reimbursement for travel related to the job.
• This position is exempt from overtime compensation.
**Work Environment:**
Due to COVID 19 this position is currently remote work from home. A hybrid office/work from home and/or traditional workspace at a Montgomery County office is possible in the future.

Please email cover letter including salary requirements and resume to:
Lori Walsh/Program Manager
CARIE
2 Penn Center, 1500 JFK BLVD
Suite 1500
Phila PA 19102
FAX: 215-545-5732
administration@carie.org
No calls please.

CARIE is an equal opportunity employer.