JOB DESCRIPTION
LONG-TERM CARE OMBUDSMAN

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 long-term care 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 The Ombudsman Coordinator. 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:
• Investigate and resolve complaints made by and on behalf of LTC consumers.
• Respond to calls providing information and advocacy about issues regarding long term care 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 (Pennsylvania’s Empowered Expert Residents) program as needed.
• 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 agency 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.) on a regular basis to stay current on long term care issues.
• Maintain documentation in ombudsman database according to the required timeframes.
• Recruit, train and supervise volunteer ombudsman.
• Coordinate/facilitate the PEER (Pennsylvania’s Empowered Expert Residents) program, including training and managing participants.
• Assure documentation of volunteer/PEER activity in database.

**Educational/Experience/Skill Requirements:**

• Minimum of a bachelor’s degree in Social Work or related field.
• Motivation to advocate on behalf of LTC consumers and a willingness to learn.
• Experience in and/or knowledge of aging policy, resources for older persons and their caregivers, and the LTC system, is helpful.
• 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
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Suite 1500
Phila PA 19102
FAX: 215-545-5732
administration@carie.org

No calls please.

CARIE is an equal opportunity employer.