



Staff Long-Term Care Ombuds – Snohomish County, WA Resident Hybrid

Only candidates who can meet the following three requirements will be considered further:

1. Snohomish County residency, ability to work from home and travel throughout Snohomish County,
2. No work in a long-term care facility or related long-term care supports within the last 12 months per Federal and State Law, and
3. Up-to-date Covid-19 vaccination with no exemptions permitted.

Multi-Service Center's (MSC) mission is to build a future without poverty by creating pathways to help, hope and dignity for our neighbors. By joining MSC, you will strengthen communities by reducing barriers to becoming economically stable.

At Multi-Service Center, we believe that diversity, equity and inclusion drives success for our clients, community, and employees alike. We are stronger as a team when we welcome diverse employees, perspectives, experiences and approaches to foster belonging and a more informed workplace.

MSC (host of program) and the Washington State Long-Term Care Ombudsman Program (WSLTCOP – administer of program) is currently seeking a full-time Snohomish County Staff Ombuds to advocate for residents in licensed long-term care settings such as nursing homes, adult family homes and assisted living facilities. The Snohomish County Staff Ombuds reports to the Snohomish County Regional Ombuds.

Overview of Responsibilities

- You will be trained to receive complaints and resolve problems in situations involving quality of care, transfer and discharge, abuse and other aspects of resident dignity and rights.
- LTC Ombuds work to ensure LTC residents receive good quality of life and care by providing information about their rights, working to resolve problems on behalf of residents, monitoring the enforcement of the laws by DSHS, and advocating for improvements in the long-term care system.

Requirements

- Snohomish County residency, ability to work from home and travel throughout Snohomish County, maintaining a valid Washington State driver license, auto insurance and reliable transportation,

- No work in a long-term care facility or related long-term care supports within the last 12 months per Federal and State Law
- Up-to-date Covid-19 vaccination with no exemptions permitted
- Four years of direct work experience in human services or related field, including two years of advocacy experience, preferably for older adults OR two years of experience with a bachelor's degree OR some combination,
- Demonstrated advanced customer service skills and ability to maintain professionalism with a diverse clientele preferably with those that are elderly, in crisis and/or demanding and,
- Ability to effectively use a database to manage caseload, confidentially communicate and create monthly reports.

Benefits

- Medical, dental, and vision coverage (currently as low as \$40 per month cost for employee coverage)
- Employer paid life and long-term disability insurance
- Employee Assistance Program
- Three percent 401k employer contribution once eligibility is met and subject to annual board approval
- Paid vacation (2 weeks first two years, 4 weeks thereafter)
- Paid sick leave
- 14 paid holidays (including your birthday!!)
- As a 501(c)(3) employer, full-time employment at MSC may qualify you for education loan forgiveness under the Public Service Loan Forgiveness (PSLF) or Temporary Expanded PSLF (TEPSLF)
- Professional development opportunities
- Free onsite parking

Wage/Salary Range

\$23.00 per hour and \$1,000 hiring bonus

Join our mission! To apply, please send your resume and cover letter to jobs@mschelps.org.

No phone calls please.

Multi-Service Center is committed to creating a diverse and inclusive environment. MSC is proud to be an Equal Opportunity Employer. MSC welcomes all qualified applicants and will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.