**Administrative Coordinator, WA Resident Hybrid**

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 throughout South King County 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 is currently seeking a full-time **Administrative Coordinator** in the Washington State Long-Term Care Ombudsman Program (LTCOP). The Ombudsman Administrative Coordinator provides assistance to King and Snohomish County Regional Long-Term Care Ombudsman Programs. The Administrative Coordinator manages all information and data systems related to client services within the two regions. This includes general administrative support, light bookkeeping, intake of client calls, development, and analysis of specific reports.

The **Administrative Coordinator** reports to the King County Regional Ombuds. This position must reside in Washington State and works both at the Federal Way headquarters and remotely from home and may travel locally to other MSC locations as well.

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

The employee must maintain certification as a Long-Term Care Ombudsman and meet the following conflict of interest **WAC 365-18-040 Conflict of Interest** guidelines:

- Ombuds cannot be employed by, manage, or work as a paid consultant or independent contractor for a long-term facility, currently or within the last one year.
- Ombuds or a member of his/her immediate family cannot have a significant ownership or investment interest in a long-term care facility or service, currently or within the last one year.
- Ombuds cannot have a direct involvement in the licensing or regulation of a long-term care facility or long-term care service, currently or within the last one year.
- Ombuds cannot solicit or receive gifts, money, or estate property from a resident, unless the resident is a relative.
- Ombuds cannot be assigned to a long-term care facility in which the Ombudsman or a member of his/her immediate family is a resident.
- Ombuds shall not use this position for any financial benefit, direct, indirect, or implied.
- Ombuds shall not conduct or engage in political or religious activities at the long-term care facility she/he is assigned.
- Ombuds cannot have direct personal involvement in the provision of involuntary services or involuntary commitment of a resident.
- Up to date Covid-19 vaccination with no exemptions permitted
**Status and Schedule:**
Non-exempt, Full-time, Monday – Friday, 8:30 a.m. - 5:00 p.m.

**Overview of Responsibilities**
- Responsible for support services to the King and Snohomish Regional Ombuds including, gather and record information from callers, handle complaints in confidence; Provide information and assistance to callers/clients. Facilitate complaint resolution, including follow-up; Provide information and referral to callers who may have contacted KC LTCOP and Snohomish County about matters outside the LTCOP scope. Respond appropriately to requests for client and program information i.e., case records.
- Provide technical assistance with program data, quality assurance and programmatic monitoring.
- Work independently and be an active member of the long-term care ombudsman team. Demonstrate skill in communicating directions, policies, and procedures to team members for purposes of coordinating work, creating reports, and assuring the accuracy, completeness, and consistency of program data.
- Training staff Ombuds on how to use Well-sky and provide guidance for quality assurance which may include writing or supporting the development of policies, procedures, and training as it relates to the program’s customer service, intake process, materials management, and program data management.

**Requirements:**
- Fully vaccinated against Covid-19 with no exemptions permitted.
- High School diploma or equivalent required; post high school degree preferred.
- One year prior customer service/call center experience and/or administrative assistant experience required, preferably supporting more than one individual.
- Experience working with older individuals or knowledge of long-term care industry also preferred.
- Current driver license, auto insurance and reliable transportation.

**Wage/Salary Range:**
$22.40 - $24.08 per hour; DOE

**Benefits**
- Medical Plans – employee premium as low as $40 per month for employee coverage
- Dental and Vision – employer pays for employee coverage
- Health, dental, vision coverage available for spouses/domestic partners and dependents
- Employer paid life (1x annual base pay) and long-term disability insurance (60%)
- Flexible Spending Accounts
- Employee Assistance Program
- Immediate participation in 401k available; three percent MSC contribution once eligibility is met, subject to annual board approval
- Annual paid vacation (15 days to start); annual paid sick leave (12 days)
- 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)
• Adoption cost reimbursement of up to $500
• Professional development opportunities
• Fun team-building events including a holiday party and summer picnic
• Free onsite parking

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.