Staff LTC Ombuds

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 the region 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 Staff LTC Ombuds in the Long-Term Care Ombudsman Program (LTCOP). The mission of the LTCOP is to improve the quality of care, and quality of life for people who live in long-term care facilities. The Staff LTC Ombuds will inform residents and the community about the ombuds program; provide education on and advocate for resident rights; and investigate and resolve complaints that occur in nursing homes, boarding homes, and adult family homes. The position will support volunteer ombudsmen in investigating and resolving complaints.

The Staff LTC Ombuds reports to the Regional State Ombud. This position primarily works hybrid remotely out their home and in Long-Term Care facilities in the county and may travel locally to other MSC locations as well.

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

1. Current driver license, auto insurance and reliable transportation.
2. 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.

**Status and Schedule:**
- Regular, Full-time. Monday to Friday 8:30 AM to 5:00 PM.

**Overview of Responsibilities**
- The Staff LTC Ombuds will inform residents of their rights and serve as a resident advocate to investigate and resolve quality of care and quality of life complaints.
- Provide ombuds services in long-term care facilities with exposure to infectious disease, including receiving, investigating, and resolving complaints.
- Perform regular Information and Intake line shifts, receiving complaints and providing information to callers, and documenting outcomes.
- Support the work of volunteers in visiting residents, investigating, and resolving complaints.
- Document visits, cases, and consultations per instructions from the Regional Ombuds.
- Give presentations on the Long-Term Care Ombudsman Program to volunteers, residents, staff, and families of Long-Term Care facilities, as well as the public.
- Travel to MSC offices, LT Care facilities and program meetings throughout King County and the city of Seattle.

**Requirements**
- High school diploma or equivalent required.
- Bachelor's Degree preferred or to offset experience.
- Four years of direct work experience in human services or related field; including two years of advocacy experience, preferably advocating for older adults (e.g., working directly with clients to uphold their rights and problem-solving to have their needs met).
- Knowledge of long-term care services and experience working with people who are elderly or disabled.
- Read, write, and understand the English language.
- Experience with the Microsoft 365 Suite (Word, Excel, PowerPoint, Outlook, MS Calendar).
- Current driver license, auto insurance and reliable transportation.
Wage/Salary Range

- $25.05/$27.55

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 reimbursement cost 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.