



Assistant Regional Long-Term Care Ombuds Program ARLTCOP

Join our team at Multi-Service Center (MSC) and make a meaningful impact on our local community. Our mission is to build a future without poverty by creating pathways to help, hope, and dignity for our neighbors. At MSC, we believe that diversity, equity, and inclusion make us a stronger team to achieve our goals. By joining MSC you too can be part of the team that serves to empower individuals and help create thriving communities.

If you are passionate about advocating for older adults, have long-term care or social work experience, and have supervised volunteers or teams, we are excited to learn more about you. If you are looking for an opportunity that aligns with your purpose, we invite you to know more about us, our values, our vibrant culture, and the exciting prospects that await you at MSC.

We offer a comprehensive benefits package that includes a choice of two health plans, dental and vision plan paid by the employer; life insurance (1X annual base pay) and long-term disability insurance (60%); FSA (Flexible Spending Accounts), HRA (Healthcare Reimbursement Account); 401K; 3 weeks of vacation to start, 12 days sick leave and 14 paid holidays including your birthday; Family building benefit up to \$3,000, and a Sabbatical program for tenured employees. You can find more information on the [Careers Page](#) of our website.

The **Assistant Regional Long-Term Care** supports the King County Regional Long-Term Care Ombuds (RLTCO) as an effective team lead, program assistant, and advocate. The ARLTCO will carry a caseload of facilities and clients and support the supervision of the Ombuds staff and volunteers. This position will carry out the program's mission to promote and protect the rights of long-term care residents. The incumbent must be able to become a certified Ombuds for the Washington State Certified LTC (Long Term Care) Ombuds and meet the criteria set out in state and federal laws for conflicts of interest (see below).

The **ARLTCOP** reports to the King County Regional Ombuds. This position works hybrid remotely out of their home and in Long-Term Care facilities in the county and may travel locally to other MSC locations.

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, Schedule, Location:

- Non-exempt, full-time, generally Monday to Friday, 8:30 AM to 5:00 PM. Federal Way headquarters with hybrid possible after completion of the training period.
- Travel is required to other MSC locations and throughout King County.

Overview of Responsibilities:

Regional Management and Program Representation:

- Function as part of the King County LTCOP (LONG TERM CARE OMBUDSMAN PROGRAM) Regional management team.
- Assists the RLTCO in annual strategic planning.
- Represent the agency, the Long-Term Care Ombudsman Program, the King County LTCO Program, and all agency programs to funders and donors professionally and positively.

Education and Training:

- Give presentations about the LTC Ombudsman Program, resident rights, and other related topics to volunteers, residents, facility staff, residents' families, and the public.
- Provide training and ongoing technical assistance to Staff Ombuds on remote office procedures, setup, resolution of complex complaints, volunteer recruiting, volunteer management, information system management, data collection, and public relations.
- Coordinate required certification training for recruits, including locating training sites, planning trainee meals, and participating in training sessions following established LTCOP policies and procedures.

Volunteer Management:

- Recruit, train, vet, and oversee a team of volunteers, provide technical assistance, and performance management/reviews.

Ombuds Services and Caseload Management

- Carry a caseload, providing ombuds services within long-term care facilities with possible infectious disease exposure.

- Receive and resolve complaints, conduct investigations, and conduct regular visits to assigned long-term care facilities.
- Inform residents of their rights and serve as resident advocates according to LTCOP policies and procedures.

Recordkeeping and Data Management

- Assist to maintain accurate and up-to-date records in database and files, using "OmbudsManager" data management system.
- Assure complaints are resolved promptly.

Compliance and Confidentiality:

- Become competent with law policies and regulations related to the Long-Term Care Ombudsman Program.
- Ability to work with highly confidential information and follow federal and state laws governing the Long-Term Care Ombudsman Program.

Additional Responsibilities include the following. INSERT ANCILLARY DUTIES THAT TAKE LESS THAN 5% OF THE INCUMBENT'S TIME:

- In the absence of the Regional LTCO, act on their behalf.
- Travel to MSC (Multi-Service Center) offices and program meetings throughout King County.

Requirements

- A High School Diploma or GED (General Education Degree) is required.
- An associate degree in health, nursing, social sciences, psychology, sociology, counseling, social work, or a closely related field is required. Candidates without the associate degree would be considered with at least 2 years of related work experience plus the following:
- Four years of direct work experience in human services, education, health, 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).
- Excellent analytical, facilitation, and problem-solving skills.
- Excellent communication including the ability to make oral presentations.
- Ability to manage multiple cases and adjust priorities as needed.
- Self-motivated with an ability to work independently and collaboratively.
- Ability to work well with people who are experiencing a crisis
- Willingness and ability to work with people from various backgrounds including race, culture, ethnicities, religion/non-religion, economic backgrounds, gender, sexual identities, abilities, and ages.
- Ability to be flexible and adjust to deadlines and changes in assigned tasks; understand that the workflow varies in volume-based department projects.
- Read, write, and understand the English language.
- Proficiency with Microsoft Office 365 experience including OneDrive, Outlook email and calendaring, and all Microsoft Office Programs including Excel, PowerPoint, Outlook, Publisher, etc.
- Must be able to import and export data and develop charts, tables, and graphs as needed.

- Knowledge of long-term care services and experience working with people who are elderly and/or disabled.

Wage/Salary Range:

- Salary MIN \$31.55 - MID \$35.19 MAX \$40.46 Grade:16
- The ranges shown should be used as an estimate and are affected by many factors, including the critical need of the position, your overall experience and qualifications, and other considerations.
- At the moment of hire, the salary will be determined based on your qualifications and experience, with consideration given to a range extending from the minimum to the midpoint.

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.