



MULTI-SERVICE CENTER

Staff long-Term Care Ombudsman

At Multi-Service Center (MSC), we believe that equity, connection, diversity, integrity and belonging make us a stronger team to achieve our goals. Our mission is to uplift communities by increasing equitable access to advocacy, opportunities, and well-being. By joining MSC, you too, can be part of the team that works to empower individuals and help create thriving communities. If you are looking for something that contributes to your sense of purpose and impacts our local community, then you will want to know more about us, our values and culture, and our opportunity.

The Staff 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 mission of the program is to improve the quality of care and quality of life for people who live in long term care facilities.

Position Status: REGULAR, FULL TIME

Salary Grade: 14 – MIN \$27.72 – MID \$31.24 – MAX \$35.55

Essential Duties and Responsibilities include the following. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

- The 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.
- Travel to MSC offices, LT Care facilities and program meetings throughout the designated region.

Additional Responsibilities

- 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.

Position requirements

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION:

- High school diploma or equivalent required; bachelor's degree preferred or to offset experience.

RELATED 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).
- Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position
- Knowledge of long-term care services and experience working with people who are elderly or disabled.
- Demonstrated customer service experience.

CERTIFICATES, LICENSES, OR REGISTRATIONS:

- Current driver license, auto insurance and reliable transportation.

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.

REQUIRED COMPETENCIES:

- Excellent writing and teaching skills, including the ability to make public presentations.
- Willingness and ability to work with people from a variety of racial, cultural, and economic backgrounds, with various lifestyles, sexual orientations, and of all ages and with people who are assertive, demanding, or experiencing a crisis.
- Excellent analytical, facilitation, and problem-solving skills.
- Ability to work collaboratively and independently, accurately and manage multiple cases and to adjust priorities/deadlines as needed.
- High organizational skills.
- Ability to represent the agency and all its programs to funders and donors in a professional and positive manner.
- Ability to work with highly confidential information and follow federal and state laws.
- Experience in managing fiscal operations such as invoices, purchase orders and budget expenditure tracking.

TECHNICAL SKILLS:

- Read, write, and understand the English language.
- Demonstrated technical expertise in all Microsoft Office Programs including Excel, PowerPoint, Outlook, Publisher, etc.; database experience preferred.
- Must be able to import and export data and develop charts, tables and graphs as needed.
- Microsoft 365 Suite (Word, Excel, PowerPoint, Outlook, MS Calendar).

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this Job, the employee is regularly required to:

- Lift and/or move up to 25 pounds.
- Stand and sit for extended periods of time; walk; use hands to finger, handle, or feel; balance; bend and reach with hands and arms; use feet to operate foot pedal operation; and talk or hear.
- Occasionally required to stoop, kneel, squat, crouch, or crawl.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

While performing the duties of this job, the employee is regularly exposed to an indoor, climate-controlled environment. The noise level in the work environment is average for indoor environments.

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.