



## **Assistant State Long-Term Care Ombuds**

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.

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, HRA; 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.

**Any job offer will be contingent on a satisfactory background check, as determined by MSC.**

MSC is currently seeking a full-time **Assistant State Long-Term Care Ombuds** in the Long-Term Care Ombudsman Program (LTCOP). This position monitors designated local host subrecipients. This includes reviewing program compliance with the law, policies and protocols that govern all long-term ombudsmen and their host entities. **The Assistant State Ombuds** conduct risk assessments, monitoring tasks, and provides technical support and guidance to all regional ombudsman programs. The role provides support to ombuds in resolving complaint resolution and will act as the backup for regional operations staff when needed. Under the direction of the State Ombuds, provide analysis of complaint data, state and provider practices and policies, and other relevant information to identify trends in long-term care service delivery, and assist in developing recommendations for policy changes to the State Ombuds. The Assistant state long-term Care ombuds will address regional, staff and volunteer training needs, develop training, and write updates to curriculum.

The **Assistant State Long-Term Care Ombuds** reports to the Washington State Ombuds. This position primarily works hybrid remotely out of their home and in Long-Term Care facilities in the state and may travel locally to other MSC locations as well.

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

1. Must possess a current driver's license, auto insurance, and reliable transportation.

2. Must be a WA State resident.
3. 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:**

- Exempt, Regular, full-time.
- Monday to Friday 8:30 AM to 5:00 PM.
- Headquarters 1200 S 336th Street, Federal Way, WA, 98003. Hybrid is a possibility after training is completed.

### **Wage/Salary Range:**

- Salary Grade 18: **MIN \$38.26 - MID \$43.54 - MAX \$50.05**
- **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.**
- The ranges shown should be used as an estimate and are affected by many factors, including the critical need for the position, your overall experience and qualifications, and other considerations.

### **Overview of Responsibilities**

**Regional Support:**

- Function as part of the State Office Team to assure coverage of the office which includes complaints and support to long-term care ombuds/
- Provide technical programmatic assistance to the Regional Ombuds on office procedures/set-up, resolution of complex complaints, volunteer recruitment and volunteer management assistance, information system management, data analysis and training.
- Conduct contract and performance evaluations, provide constructive feedback and coaching
- Assist in the development of the statewide training and certification program and manage this responsibility area.

**Statewide Support:**

- Assist the State Ombuds in development of a routine planning process resulting in a three-year plan for the statewide program, based on input from Regional LTCOPs, setting goals and measurable objectives for the program. Assure that the planning process allows for an annual update of the plan.
- Analyze data in the LTCOP complaint management system for trends in long-term care which need correction.
- Assist in developing policy recommendations for improvement in long-term care services to be reviewed by the State Ombuds and the Board for presentation to State agencies and the Legislature.
- Represent the LTCOP on State agency sponsored policy work groups when assigned.
- Work with the State LTC Ombuds, Program legal counsel and Advocacy consultant to monitor proposed laws and regulations and develop responses or work on changes in the proposals.
- Develop special reports on individual subjects as necessary to further the improvement of long-term care services in the State.
- Develop and maintain a statewide LTCOP community outreach plan that may include producing newsletters, public service announcements, conducting public speaking and other marketing and volunteer recruitment methods.

**Additional Responsibilities:**

- Travel to MSC (Multi-Service Center) offices and program meetings throughout the state as needed
- Act on behalf of the State LTC Ombuds as designated by the State Long-Term Care Ombuds
- Other duties as assigned

**Requirements**

- HSD or GED is required.
- A bachelor's degree is required.
- A master's degree in a Human Services related field such as Social Work, Public Administration, Healthcare, or a related field is required.

- In lieu of a master's degree, a minimum of 10 years of experience as a regional in long-term care may be considered.
- Minimum of 3 years of experience in a management position in the fields of aging, healthcare, long-term care service delivery, or disabilities.
- Demonstrated experience in data analysis and report creation.
- Excellent writing skills.
- Demonstrated experience in management principles and techniques.
- Demonstrated experience in the management of volunteers, preferred.
- Demonstrated experience in training and public speaking.
- Must be free of conflict of interests as defined in WAC 365-18-040 and attached to this job description.
- Must possess a valid Washington State Driver's License, auto insurance, and reliable transportation.
- Must be a Washington State resident.
- Demonstrate and continuously develop expertise in complaint investigation, problem identification, and resolution strategies while applying strong analytical thinking and sound judgment in complex and sensitive situations.
- Remain flexible in a dynamic, statewide role with shifting priorities. Effectively manage multiple tasks and adapt to rapid changes.
- Work independently with minimal supervision, demonstrating initiative in identifying and resolving issues.
- Provide creative and effective training to supervisors, volunteers, and paid staff on the principles and operations of the Long-Term Care Ombudsman program.
- Communicate clearly and empathetically—both verbally and in writing—across various levels, including with diverse populations such as older adults, individuals with disabilities, family members, and service providers.
- Adhere to the LTC Ombudsman Code of Ethics and Conduct; maintain confidentiality and neutrality.
- Protect resident, complainant, and provider for confidentiality in accordance with laws, policies, and practices established by the State LTC Ombudsman program.
- Organize and prioritize work responsibilities independently, ensuring dependability and consistency in a fast-paced, unpredictable environment.
- Proficient in reading, writing, and comprehending the English language.
- Applies trauma-informed care principles and a resident-centered approach, with a strong understanding of the aging process.
- Demonstrates expertise in federal and state long-term care (LTC) laws and regulations, including conflict of interest policies, certification standards, program monitoring, risk assessment, contract oversight, and performance evaluation.
- Experienced in data analysis, including identifying complaint trends and systemic issues; skilled in report writing, policy drafting, and database management.
- Highly proficient with Microsoft Office 365, including Excel, Word, PowerPoint, Outlook, OneDrive, and Publisher; able to manage calendars, analyze data, and create charts, graphs, and tables as needed.
- Possesses in-depth knowledge of aging, disabilities, and long-term care services.
- Brings advanced direct service experience working with older adults and individuals with disabilities; able to build empathetic, respectful relationships with residents, their families, and providers while honoring resident direction and autonomy.

**Join our mission!**

To apply, please send your resume and cover letter to [jobs@mschelps.org](mailto:jobs@mschelps.org).

No phone calls, please.

Multi-Service Center is committed to creating a fair, 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.