



Regional Long-Term Care Ombuds Program

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.

The **Regional Long-Term Care Ombuds (RLTCO)** serves as an effective and visible advocate for the well-being of long-term care residents within a designated region. In alignment to MSC's mission this position will ensure that all LTC residents and stakeholders have equitable access to advocacy in addition to feeling connected and supported by the LTCOP and MSC's services. The RLTCO is a representative of the State Office of the Long-Term Care Ombuds and is designated as "Regional" Ombuds by the State LTC Ombuds. The Regional LTCO shall promote both individual and systematic complaint resolution activities, including community involvement, administrative and legislative monitoring, and reporting.

The Regional Long-Term Care Ombuds shall promote the development of citizen organizations, such as resident and family councils, to give residents of long-term care facilities, a voice in resident health, safety, and policy-making process. Promote the regional program to increase awareness of and involvement with local long-term care facilities. Recruit, train and supervise volunteers to help carry out complaint fact-finding and resolution activities. Work with local organizations to develop additional funding for the regional program. Establish communication channels with government agencies, long-term care providers and organizations, professional groups, and advocate groups within the region.

The RLTCO shall receive and carry out fact-finding, and resolve complaints relating to administrative action, which adversely affect health, welfare, and rights of residents of long-term care facilities within the region. Encourage reconciliation over services or issues when necessary. LTC Ombuds **are always resident driven and advocate for the resident**. The RLTCO will assist long-term care providers, agencies, volunteers, and others in becoming more responsive to the needs of residents. With the consent of residents, the RLTCO will refer

complaints for investigation by the appropriate protective entities. Maintain a regional reporting system to collect data related to complaints and conditions in long-term care facilities.

The RLTCO shall monitor complaints and the system to identify long-term care patterns and issues in the region. Analyze and develop policies and procedures to provide information and understanding to authorities charged with operation and regulations of the long-term care facilities within the region.

The RLTO shall supervise the staff and volunteers Ombuds of the assigned County LTCO program.

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

- **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.

Status, Schedule, Location:

- Exempt, full-time, generally Monday to Friday, 8:30 AM to 5:00 PM.
- This is a hybrid position that involves working from home, at the Federal Way Headquarters, and visiting LTC facilities in King County.

Overview of Responsibilities:

Long-Term Care Ombuds Tasks

- Receive the delegation of Long-Term Care Ombuds authority from the State Long-Term Care Ombuds, and, within the region fulfill Long-Term Care Ombuds responsibilities assigned by the Federal Older Americans Act and state Long-Term Care Ombudsman statutes on behalf of the State Long-Term Care Ombuds.
- Inform residents, their representatives, and others about their rights, and offer and provide services
- Identify, receive, carry out fact findings about, and resolve complaints and concerns raised by residents, family members, friends, and facility staff within the region.
- Utilize mediation and other skills in resolving complaints by residents and other parties, by representing the resident's point of view.
- Maintain the confidentiality of complaints and residents per federal and state statutes.
- Document complaints and cases per instructions from the State Ombuds; maintain the region's computerized case management system to assure complaints are resolved in a timely manner.
- Provide summary statistical and narrative reports per instructions from the State Ombuds; utilize computer system to generate monthly and annual summary reports as required by the State Ombuds.
- Represent the interests of residents before government agencies and seek administrative, legal, and other remedies to protect the health, safety, welfare, and rights of the residents
- Follow Program Instructions as issued in the official memo series from the State Ombuds.
- Attending regular staff meetings convened by the Office of the State LTCO.
- Provide staff services to the Regional Long-Term-Care Ombudsman Advisory Council.
- Visit LTC facilities throughout the county served.

Volunteer Management

- Recruit qualified individuals to volunteer as a Long-Term Care Ombuds.
- Coordinate initial 36-hour certification training, lead, and organize training sessions.
- Provide monthly training for all certified Ombuds. Training topics will be applicable to Ombuds work and relevant.
- Supervise and evaluate the work of volunteers and staff Ombuds. Provide technical assistance and supervision on visiting assigned facilities, complaints receipt and resolution, fact-finding, investigation, and utilization of a variety of approaches to complaint resolution (mediation, negotiation, etc.).
- The RLTO shall supervise the staff and volunteer Ombuds of the LTCO Program for their county.

Supervision and Evaluation:

- Evaluate on time according to the MSC policy, the performance of individuals under supervision, providing feedback, coaching, and performance improvement plans as needed.
- Utilize the payroll software in place to process and approve bi-monthly TSheets in compliance with MSC policies and Washington labor law.
- Review employee time records and ensure accuracy, completeness, and adherence to established policies.
- Verify proper classification of hours worked, including regular hours, overtime, and any applicable leave or absences.

- Collaborate with the Human Resources department to implement appropriate measures, such as warnings or disciplinary actions, if necessary.
- Responsible for interviewing, hiring, and training new employees. It also could include planning, assigning, and directing work; addressing complaints and resolving problems.

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

- Travel to MSC (Multi-Service Center) offices and program meetings throughout King County and the city of Seattle.

Requirements

- B.A. degree in health, nursing, social sciences, psychology, sociology, counseling, social work, or closely related field is highly preferred.
- OR minimum six years of direct work experience in human services or related field;
- OR any combination of education, experience, and measurable performance, which shows the capability to perform the duties of this position.
- 4 years' experience in advocacy work or human services or related field. At least two years in the field of aging or geriatric long-term care.
- At least 3 years supervisory experience of paid employees is required.
- Demonstrated experience in data analysis and policy formulation.
- Demonstrated experience in management principles and techniques, including the management of volunteers.
- Demonstrated experience in training adults and public speaking.
- Must be free of conflict of interests as defined in WAC 365-18-040 and attached to this job description.
- Must have reliable insured transportation and possess a valid Washington State Driver's License.
- Must be able to successfully pass the Washington State Background Check.
- Achieve and keep certification as a Long-Term Care Ombudsman.
- Candidates that live in the same county as the position is posted is preferred.

Wage/Salary Range:

- Salary **MIN \$35.73 - MID \$40.67** MAX \$46.75 Grade:17
- 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.