



MULTI-SERVICE CENTER



## **Snohomish County Staff 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.

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

MSC is currently seeking a full-time Snohomish **Staff LTC Ombuds** in the Long-Term Care Ombudsman Program (LTCOP). The Washington LTCOP advocates for long-term residents' rights in licensed long-term care settings such as nursing homes, adult family homes, and assisted living facilities. Our purpose is to protect and promote Resident Rights guaranteed to residents under federal and state laws. We are trained to receive complaints and resolve problems in situations involving quality of care, use of restraints, transfer/discharges, abuse, discrimination, financial exploitation, and other aspects of resident dignity and rights.

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 make routine visits to long-term care facilities for the purpose of sharing information, providing resources, and receiving complaints for investigation. The Staff Ombuds will provide education and advocate for residents' rights in accordance with the policies, practices, and laws that govern the long-term care ombudsman program. The position will also support volunteer ombudsmen by coordinating efforts, providing back-up professional support, and providing technical guidance. Staff ombuds assist with volunteer training, performance evaluations, leadership, and appreciation efforts. The staff ombudsman is expected to collect and maintain data using the program data system, document accurately, and report any concerns to their supervisor for guidance and support.

The **Staff LTC Ombuds** reports to the Regional Ombuds. This position primarily works by visiting all Long-Term Care facilities in **Snohomish and Skagit Counties**. While not in the field, this position will work remotely from home. Also, it may travel locally to other MSC locations and the **City of Federal Way**.

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

- Current driver's license, auto insurance, and reliable transportation.
  - The employee must maintain certification as a Long-Term Care Ombudsman and MUST meet the following conflict of interest law to qualify: **WAC 365-18-040 Conflict of Interest**.
  - 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.
- Remote field work in King, Snohomish County, and possibly Skagit County, as needed. Visit long-term care facilities throughout the region. This is not a hybrid position.

### **Wage/Salary Range**

- Salary Grade 14: **MIN \$28.47 - MID \$32.40 MAX \$ 37.24**
- All candidates will be placed in the range affected by many factors, including their overall experience, education, and languages.

### **Overview of Responsibilities**

- The Staff LTC Ombuds will visit the Long-Term Care facilities to 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 diseases, 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 and 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.
- A bachelor's degree in social work, **Human Services, Social Sciences, Public Health, Gerontology, education, advocacy, legal or investigatory, regulatory work**, or a related field is highly **preferred**.
- Candidates without a Bachelor's degree will be considered with at least 4 years of direct work experience in human services or related field, including two years of experience advocating for others, 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 populations who are elderly or disabled.
- Strong interpersonal and communication skills, including the ability to work effectively with older adults, people with disabilities, families, facility staff, and community partners.
- Follow policies and laws regarding disclosure and confidentiality
- Read, write, and understand the English language.
- Experience with Microsoft 365 Suite (Word, Excel, PowerPoint, Outlook, MS Calendar).
- Current driver's license, auto insurance, and reliable transportation.

## **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 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.