



Job Title: Community Ombudsman
Reports To: EJC Director
FLSA Status: Full-Time, Exempt
Department: Elder Justice
Location: EJC Office

Position Summary: Ombudsman

The Long-term Care Ombudsman is the local representative of the State Long-term Care Ombudsman in long-term care facilities. The Ombudsman is responsible for routine visits to long-term care facilities where the Ombudsman develops relationships with residents, residents' loved ones, and others to ensure the rights and dignity of residents are observed. The essential responsibilities of the Ombudsman include advocating for the health, safety, or welfare of residents of long-term care facilities; investigating and resolving complaints; educating residents, families, facility staff and the community about Resident's Rights; and ensuring that residents are receiving quality care.

Complaints may be about the facility, its employees, providers, public or private agencies, guardians, or anyone who is in a position to threaten or interfere with the rights, health, safety, or welfare of a resident.

The Long-term Care Ombudsman submits reports to the Executive Director and Assistant Director during monthly program meetings or as requested.

The Long-term Care Ombudsman must adhere to ethical behavior and HIPAA; establish and maintain positive working relationships; communicate effectively; and foster teamwork.

Essential Duties and Responsibilities:

- Conduct routine visits to nursing home and assisted living facilities as per the requirements of the State Long-term Care Ombudsman and address any issues reported or observed during these visits.
- Develop and maintain relationships with residents, their family members or loved ones, family councils and family council members.
- Ensure facilities recognize and provide care in a manner that respects Residents' Rights and promotes quality care.
- Investigate and resolve complaints in a timely manner. Complaints may come from family members, friends, staff, or residents themselves. Complaints may be related to problems with staff or care received, family conflicts, or resident-to-resident issues.
- Maintain good rapport and cooperative relationships with long-term care facilities to provide education for staff and conduct investigations.
- Collaborate with other agencies such as the Alabama Department of Public Health, Department of Human Resources, and the organization's Legal Services Provider.
- Use best communication and conflict resolution skills while advocating for residents.
- Document communications and activities as per the guidelines of the State Long-term Care Ombudsman
- Meet all responsibilities and goals of the Community Ombudsman Program as outlined in M4A's agreement with the State Long-term Care Ombudsman.



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- Advocate for culture change and person-centered care in long-term care communities.
- Provide information and counseling on topics related to long-term care including, but not limited to, applying for long-term Medicaid, long-term care insurance, pay status in nursing homes and assisted living facilities, and what to expect upon moving into a long-term care facility.
- Monitor changes in policy and legislative activities to stay abreast of current trends and how they affect long-term care and long-term care residents.
- Promote advocacy and awareness of the ombudsman program through family councils, resident councils, health fairs, staff in-services, written materials, and other speaking engagements within the organization's service area.
- Expand and maintain an Advisory Council in compliance with the guidelines of the State Long-term Care Ombudsman and convene a minimum of quarterly meetings.
- Address at least one systemic issue in long-term care in compliance with the guidelines of the State Long-term Care Ombudsman through a regional or multi-county event or events which may be in partnership with other Area Agencies on Aging or other M4A programs.
- Plan and host an annual CNA appreciation event.
- Develop or expand and maintain the Volunteer Ombudsman Program in compliance with guidelines from the State Long-term Care Ombudsman.
- Provide outreach for Gateway to Community Living.
- Collaborate with other employees, especially employees of the Elder Justice Center, the Alabama Cares Programs, and the Medicaid Waiver Programs, to achieve ombudsman program goals and agency goals.
- Attend all trainings and meetings as required by the State Long-term Care Ombudsman.
- Perform other duties as assigned.

Knowledge, Skills, and Abilities (**can be acquired on the job*)

- Knowledge of community resources and aging programs.*
- Customer service skills to interact with clients, professional staff, and community representatives.
- Ability to multi-task and manage projects.
- Uphold proper phone etiquette, time management, and multi-phone systems.
- Maintain HIPAA Compliance with clients, professionals and in methods of communication.
- Strong problem-solving, interpersonal communication, and written skills.
- Ability to work both independently and as a team player.
- Ability to gather reports and compile information accurately and meet deadlines.
- Knowledge of English grammar, spelling, and punctuation.
- Proficiency in MS Office software, specifically Word and Excel.
- Strong organizational skills, time management skills, and attention to detail.



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Education / Experience:

- Required Bachelor's Degree in Social Work, Psychology, Social Science, Public Health or Public Administration.
- Experience with long-term care, caregivers and the geriatric population preferred.
- Experience with public benefits and programs, and compliance preferred.
- Experience with case management, home visit, and client advocacy.
- Possess a track record of strong assessment, advocacy, communication and documentation skills.

Essential Functions / Physical Requirements:

The requirements below are required with or without reasonable accommodations:

- Ability to tolerate walking, standing, crouching, reaching, and sitting throughout the day.
- Ability to meet the attendance requirements for the position.
- Ability to "drive" to locations necessary to accomplish for position / program work.
- Ability to occasionally lift and/or move up to 10 pounds.

How to Apply: Email cover letter, resume, list of three references and salary requirements and to:

Lisa Adams, LMSW – LAdams@m4a.org

Applicants who do not submit all requested information may not be considered.

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this job and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.