



***Serving Monterey County Seniors Since 1970***

## **JOB DESCRIPTION**

**POSITION TITLE:** *OMBUDSMAN PROGRAM MANAGER*  
**FLSA STATUS:** SALARIED/EXEMPT  
**SUPERVISION RECEIVED:** DIRECTOR OF AOA PROGRAMS  
**SUPERVISION EXERCISED:** THREE STAFF (2.2 FTE) & CORPS OF VOLUNTEER OMBUDSMAN

**ABOUT ALLIANCE ON AGING:** The Alliance on Aging is the largest community organization serving older adults and their families since 1970. With offices in Salinas and Monterey, and a premier consignment/benefit shop in Pacific Grove, the "AOA" touches over 15,000 individuals through its activities and services, which are provided throughout the county. Twenty-three staff and nearly 200 volunteers ensure that older adults access to services such as health education, long term care guidance and complaint investigation, Medicare advising, peer counseling, tax assistance, benefits "checkups", and information & referral.

**OBJECTIVE:** Seeking a passionate advocate to protect the rights of long term care residents in Monterey County who will manage all aspects of the Long Term Care Ombudsman Program. The ideal candidate has an advanced degree in social work, gerontology, or a related field with a track record of providing services to an older adult population, and experience recruiting, training, and managing volunteers.

This position works closely with staff and volunteer Ombudsmen, overseeing routine visits to the long term care facilities and assisted living homes, complaint investigations, monthly training meetings, consultation to facilities, community outreach, and reporting.

The ideal candidate will be able to listen objectively and calmly to persons who present with a wide range of complaints and concerns regarding their care or the care of a loved one. This position requires critical thinking skills and the ability to assess serious issues including the potential for abuse, neglect and exploitation and to quickly and accurately make referrals and provide follow up.

This position will require a high level of diplomacy in negotiating with administrators, residents, caregivers and family members with, at times, competing interests. The person in this position will be required to maintain strong professional boundaries, be able to maintain a high level of confidentiality, work independently and manage stressful situations.

This position interacts frequently with administrators and staff of long term care facilities, the CA Office of the State Long Term Care Ombudsman, adult protective services, state regulators, law enforcement and other service providers.

**RESPONSIBILITIES:**

- Establish and maintain a regular Ombudsman presence in skilled nursing and residential care facilities for the elderly in Monterey County
- Ensure that all received complaints are investigated appropriately and closed in a timely manner; including appropriate documentation and data entry in ODIN (case management database)
- Recruit, train, certify, supervise and evaluate volunteer and staff Ombudsmen to include: 36-hour basic Ombudsman training, conduct monthly training meetings to ensure re-certification requirements, provide staff support and case supervision meetings, assistance and direction in the investigation and resolution of complaints, recommend Ombudsman for CA State certification or de-certification
- Provide consultation to facility staff on issues related to elder abuse, elder care, dementia and residents' rights.
- Maintain membership and participate in California Long Term Care Ombudsman Association (CLTCOA), attending meetings, supporting and acting on legislation affecting the long term care environment and residents, and Ombudsman programs
- Review and assess monthly reports of program activities, complaint and abuse data, patterns and trends, special problems, and other information, as required by contracts and management
- Manage an active caseload of facilities/residents and related activities, as needed, based on staffing and volunteer corps capacity
- Staff the program's Advisory Council, orienting new members, providing information on current activities/trends, and preparing legislative action alerts on behalf of the council
- Ensure the maintenance of confidentiality in accordance with all Federal and State requirements
- Attend Spring/Fall conferences required by the State Long-term Care Ombudsman Program
- Attend care review conferences as an advocate for residents
- Participate in the county's monthly Multi-Disciplinary and Financial Abuse Specialist Team meetings
- Establish and maintain working relationships with other agencies and organizations to include Adult Protective Services, Licensing agencies, Law Enforcement Agencies, Bureau of Medi-Cal Fraud/Patient Abuse
- Ensure that assistance is given to residents and their families in the development of resident and/or family councils
- Other duties, as assigned

**QUALIFICATIONS:**

- Master's degree in social work, gerontology, or related field plus a minimum of five years experience in program management for an older adult population
- CA Certified Ombudsman following successful completion of CA Ombudsman Training Program (36 hours) and internship – *may be completed within first three months of hire*
- Experience working with, managing, training and motivating volunteers
- Fingerprint/background clearance by California Department of Justice/FBI
- Valid California's driver's license auto insurance, and personal means of transportation
- Must not have worked in a licensed long term care facility for a minimum of one year

**KNOWLEDGE, ABILITIES, SKILLS:**

- Knowledge of the elderly population and issues related to the long-term care environment
- Ability to maintain professional objectivity and boundaries
- Ability to mediate conflicts
- Strong verbal and written skills
- Working knowledge of memory loss/dementia
- Excellent organizational and time-management skills
- Demonstrated computer skills in MS Office environment

**COMPENSATION AND BENEFITS**

The position is salaried at 100% FTE. Salary range: \$52,000 - \$54,000 annually, DOE.

Alliance on Aging Employees working a minimum of 30 hours per week are eligible for a benefits package including health, dental, and vision insurance; a 403B retirement plan with 4% employer contribution after one year of continuous service; accrue two (2) weeks of vacation in year one - three, twelve (12) sick days per year, and eleven holidays (prorated for employees working between 30 and 40 hours). Mileage is reimbursed at the current IRS rate.

Applications received at: Alliance on Aging  
247 Main St.  
Salinas, CA 93901  
ATTN: OMB Program Mgr.