



Serving Monterey County Seniors Since 1970

POSITION TITLE	Ombudsman Conduct Skilled Nursing and Assisted Living Facility Visits
COMPENSATION:	\$22-25 per hour based on experience.
Recruitment:	(1) Part-time (20 hours per week) Non-Exempt
SUPERVISION RECEIVED:	Ombudsman Program Manager
SUPERVISION EXERCISED:	Certified Ombudsman Volunteers

Organizational Overview:

The Alliance on Aging (AOA) is a regional non-profit organization that has been serving Monterey County seniors for over 54 years. We are a diverse team of multigenerational innovative professionals committed to providing compassionate guidance, resources, and support to the aging community.

Ombudsman Position Overview:

Ombudsmen are state certified individuals who investigate complaints made on behalf of residents in skilled nursing and assisted living facilities. We strive to ensure dignity, choice, and respect for all long-term care residents. Ombudsmen seek to elevate the voice for vulnerable seniors who may feel overwhelmed, fearful, or ashamed to communicate problems of abuse and neglect, be it environmental, physical, sexual, emotional, verbal, or financial. Ombudsmen develop collaborative relationships with facility administration, staff, and residents. We work together to address care issues and educate the community about residents' rights. The Monterey County Long-term Care Ombudsman Program is responsible for protecting the rights of and improving the quality of life for 2,856 residents of long-term care throughout the county.

****Please Note** If a candidate applying has worked with-in the Long-Term Care (LTC) Continuum: RCFE, SNF, ICF, or ARF within the last 12 months, Alliance on Aging is unable to consider those applicants for any employment opportunity with our agency at this time.**

Administrative Responsibilities

- Ensure that all assigned cases and complaints are investigated and closed in a timely manner, including appropriate documentation and data entry in ODIN2020 (case management database)
- Document and maintain detailed records of phone calls, client interactions, complaints, and investigations

- Compile weekly and monthly data on facility visits, complaint investigations and enter data into Google Drive, ODIN2020 database and other AOA report templates, according to report due date
- Ensure referral of the case and complaint to the appropriate licensing body and/or law enforcement, as appropriate
- Participate in webinars and CDPH / CCL quarterly regional meetings.
- Provide information and assistance to residents, facility staff, community members and agencies in a timely manner via phone, email, Zoom and in-person
- Other duties as assigned by Manager or Executive Director

Volunteer and Community Partner Responsibilities

- Support certified Ombudsman Volunteers through individual consultations and group meetings
- Attend monthly In-service training of Ombudsman Volunteers and staff
- Coordinate with Monterey Health Department, Adult Protective Services, Law Enforcement, and community partners, as appropriate
- Develop in-person and Zoom community education trainings on issues related to long-term care, elder justice, dementia, LGBTQIA+ residents' rights, Advanced Health Care Directives, and other topics as appropriate
- Maintain positive working relationships with other agencies and with long-term care facility management and staff

Resident-Centered and In-Facility Responsibilities

- Under the guidance of the Ombudsman Program Manager, respond to assigned cases and complaints both in skilled nursing and assisted living facilities throughout Monterey County.
- Witness the execution of Advance Health Care Directives in skilled nursing facilities.
- Attend citation review surveys and care conferences as an advocate for long-term care residents
- Attend residential and family council meetings, as appropriate
- Conduct and document emergency preparedness and infection control preparedness calls with facility administration

COVID-Specific Protocols and Responsibilities

- Follow guidance from Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH), Community Care Licensing (CCL), Centers for Medicare & Medicaid Services (CMS), Monterey County Public Health Department and California State Ombudsman Office regarding infection control and facility visits as warranted
- Monitor COVID-19 positive facility status for skilled nursing and assisted living facilities in Monterey County as warranted
- Communicate to Ombudsman Program Manager if you test positive for COVID-19

Knowledge, Abilities and Skills:

- Ability to maintain client confidentiality

- Fluency in other language is highly desirable including: Spanish, Tagalog, Korean
- Innovative, assertive, and collaborative communication skills
- Self-directed with creative organizational and time-management skills
- Ability to work remotely, independently and as part of a team
- Strong computer and telephone skills
- Confident with MS Office program, Excel, Google Docs and Zoom
- Demonstrates a thorough understanding of the long-term care system and the rights and concerns of those who live within it
- Working knowledge of memory loss/dementia
- Ability and talent for problem resolution and collaboration
- Ability to lift 25 LBS

Minimum Qualifications:

- AA/AS, BA/BS, or equivalent experience in a Social Work or Health Care Services field.
- CA Certified Ombudsman following successful completion of CA Ombudsman Training Program (36 hours) and internship – training will be provided and must be completed within first three months of hire.
- Valid California's driver's license, auto insurance, reliable transportation, and ability to driving to facilities throughout Monterey County.
- Complete fingerprint/background clearance by California Department of Justice/FBI
- Provide verification of COVID-19 vaccination and subsequent boosters.

Schedule:

Our office hours are M-F 9 am-5 pm. The position is divided between time in the field (30-50%) visiting facilities and investigating complaints with supporting data entry and other required tasks. Part-time position may increase to full-time after twelve months.

Benefits:

Alliance on Aging employees working fewer than 30 hours per week accrue paid sick leave. Business related mileage is reimbursed at the current IRS rate.

Apply:

Send cover letter and resume via email to Jody Rogers, Programs Director jrogers@allianceonaging.org and Elizabeth Campos, Ombudsman Program Manager ecampos@allianceonaging.org

please write "OMBUDSMAN" in subject line.

Alliance on Aging is an Equal Opportunity Employer