



Council on Aging
Southern California
Helping Seniors Remain Healthy, Connected & Protected



JOB ANNOUNCEMENT

POSITION TITLE: Long-Term Care Ombudsman Program Director - Advocate for Older Adults

LOCATION: Riverside, CA

HOURS: 40 hours per week

FSLA Category: Exempt

REPORTING TO: President/Chief Executive Officer of the Council on Aging – Southern California. The position also reports to the Office of the State Long-Term Care Ombudsman.

RESPONSIBLE FOR: 10 Staff and 20+ Volunteers in the Riverside County Ombudsman Program.

INTRODUCTION: The Long-Term Care Ombudsman Program was established in 1972 under the authorization of the Older-Americans Act. Its purpose is to investigate complaints and advocate for residents in long-term care facilities and in residential care facilities for the elderly. There are approximately 520 of these facilities in Riverside County. Both paid employees and community volunteers are trained, certified Ombudsmen.

The Long-Term Care Ombudsman Program is a program of the Council on Aging – Southern California. The Council is a locally based, non-profit 501(c)(3) organization, providing no-cost programs and services to over 100,000 seniors and the family members who care for them, in the Inland Empire and Orange County. With 48 years of experience, we help seniors remain healthy, connected, and protected.

PURPOSE: The Program Director provides leadership and direction for the Riverside County Long-Term Care Ombudsman program. The Program Director implements policies and procedures as set forth by the Office of the State Long-Term Care Ombudsman and manages the day-to-day activities of the program to ensure its smooth operation and continued success.

PROGRAM MANAGEMENT RESPONSIBILITIES (including but not limited to):

- Supervise and oversee supervision of staff and volunteer Long-Term Care Ombudsmen.
- Maintain a working knowledge of statutes and regulations pertaining to long-term care, including but not limited to residents rights, quality of care, quality of life, and governmental benefit programs for long-term care services.
- Meet and review cases with Ombudsman staff and volunteers, identifying problems and issues that require further follow-up or inter-agency involvement for resolution.
- Advise staff on assisting residents and families with information and support in advocating for residents' rights and the highest quality of care possible.
- Develop strategies to recruit, recognize, and retain Ombudsmen.
- Perform periodic review and evaluation of program goals, objectives, action plans, operational procedures, and communication system.
- Supervise the collection, reporting, and analysis of data relating to complaints and conditions in long-term care facilities, with the purpose of identifying and resolving significant problems, with the provision of submitting data to the appropriate persons and agencies.
- Ensure timely submission of federally required data and other reports as requested by the State Long-Term Care Ombudsman Program.
- Assist in investigation and resolution of complex cases for residents in long-term care facilities.
- Manage annual program budgeting process and monthly program expenses.
- Develop and implement the Ombudsman Strategic Plan for Riverside County

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AND AFFIRMATIVE ACTION IN THE HIRING OF ALL PERSONNEL.**

- Work with the President/CEO, fellow program directors, and other staff on program integration and promotion.
- Participate in the creation and distribution of Ombudsman materials and collateral.
- Develop and maintain cooperative working relationships with long-term care facility staff and administrators, as well as regulatory and advocacy agencies, including the Department of Social Services-Community Care Licensing, Department of Public Health-Licensing and Certification Division, Adult Protective Services, Public Guardian, and local law enforcement.
- Liaise with the Office of the State Long-Term Care Ombudsman to review cases, discuss program issues, and gather input on decisions and processes.
- Represent the program with other agencies, both public and private.
- Make presentations to potential community groups, volunteers, officials and the public.
- Attend statewide Long-Term Care Ombudsman Program conferences, webinars, and presentations to keep abreast of activities, legislation and changes that impact the program.
- Other duties as assigned by supervisor, including supporting the SmileMakers Holiday Gift Program for long-term care residents who would otherwise be forgotten during the holidays.

QUALIFICATIONS:

- BA or other advanced degree required. Candidates with degrees in Nursing, Human Services, Social Services, Social Work, Gerontology, or related fields are preferred.
- A minimum of five (5) years relevant management or supervisory experience.
- Certified as a State Long-Term Care Ombudsman or the ability to successfully complete the State Certified Long-Term Care Ombudsman training within 90 days of hiring date.
- Ability to work effectively with people of various backgrounds in a range of situations.
- Proficient in Microsoft Office – Outlook, Word, Excel and PowerPoint.
- Proven ability to successfully manage departmental budgets and expenditures.
- Excellent written and verbal communications skills.
- Sensitivity to the human situation as related to the aging process and tactfulness in public contact.
- Ability and willingness to make presentations to both small and large groups.
- Have a valid California driver's license, proof of insurance and reliable transportation.
- Submit to and successfully complete LiveScan Fingerprinting background check.
- Proof of negative TB status and COVID-19 vaccination unless exempt for medical or religious reasons.
- Proof of eligibility to work in the United States.

Note: Ombudsmen are by law, prohibited from employment in a long-term care facility or from having any financial interest in a long-term care facility during the time they are acting in an Ombudsman capacity. An Ombudsman will be required to sign the Conflict of Interest policy prior to commencing any assignments.

WORKING CONDITIONS:

The physical demands described above are representative of those that must be met by the employee to successfully perform the functions of the job. Reasonable accommodations will be made to enable individuals with disabilities to perform this job. While performing the duties of this job the employee will be required to sit for periods of time. Standing, walking and bending are required movements. The employee will occasionally need to lift approximately 20 lbs.

CONDITIONS OF EMPLOYMENT – TRAVEL

The ability to transport oneself to needed appointments with reliable transportation is required. Occasional overnight travel is required for meetings, trainings and conferences. Travel to locations within Riverside County occurs one to two times per week.

HOW TO APPLY:

To apply for this position, send your resume to hr@coasc.org

For more information on the Council on Aging – Southern California, visit: www.coasc.org