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*Deceased

JOB DESCRIPTION LONG TERM CARE OMBUDSMAN

Background:

The Center for Advocacy for the Rights and Interests of the Elderly (CARIE) is a non-profit organization based in Philadelphia, dedicated to improving the quality of life of older adults. CARIE was founded in 1977, primarily as an advocacy organization for the frail elderly. Its initial program, the "CARIE LINE," quickly became recognized throughout the region as a resource for a wide range of individuals and institutions seeking to resolve elder care issues. Today, the agency's telephone consultation service is just one aspect of a coordinated array of programs.

Position:

This full time position reports to CARIE's Ombudsman Coordinator. The Long Term Care Ombudsman Program (LTCO) is under contract with the Philadelphia Corporation for Aging. This program covers 20 nursing homes, 67 licensed personal care homes, 75 Domiciliary Care Homes and 13 Older Adult Daily Living Centers in North Central, Center City, West, and South Philadelphia. Ombudsman is a Swedish word meaning "citizen representative." The long-term care *ombudsman* serves as an advocate for long term care consumers by handling complaints and educating residents and families about their rights.

Duties and Responsibilities:

- Investigate and resolve complaints made by and on behalf of residents in long term care facilities
- Respond to calls providing information and advocacy about issues regarding long term care consumers
- Attend and participate in resident/participant meetings and family meetings in long term care settings
- Make regular visits to long term care facilities to observe facilities, staff/consumer interaction, check for safety, cleanliness, etc.
- Respond to requests for assistance and in-services for staff
- Recruit, train and supervise volunteer ombudsman
- Analyze public policy affecting long-term care services and assist in developing comments
- Provide information about long term care issues to the community through speaking engagements, on-going involvement with other organizations, hearings, etc.
- Represent CARIE and the Ombudsman Program on committees and workgroups
- Attend CARIE staff meetings and committees as assigned, attend regional ombudsman meetings and required trainings
- Write occasional reports, articles, or other materials
- Review literature (reports, articles, studies, etc.) on a regular basis to stay current on long term care issues
- Maintain documentation in ombudsman database
- Other related duties as assigned



Center for Advocacy for the Rights and Interests of the Elderly
T: 215.545.5728 F: 215.545.5372 W: www.carie.org



Educational/Experience/Skill Requirements:

- Bachelors' degree in Social Work or related field
- Motivation to advocate on behalf of long term care consumers and a willingness to learn
- Experience in and/or knowledge of aging policy, resources for older persons and their caregivers, and the long term care system
- Excellent verbal and written communication skills and knowledge of Microsoft Office
- Demonstrated competency in direct, as well as indirect, practice
- Willingness to attend mandatory training outside of Philadelphia
- Willingness to travel throughout the city of Philadelphia using public transportation and flexibility to work occasional evening and weekend hours
- Ability to remain objective and impartial while investigating complaints
- Public speaking/training expertise

Required Screening:

- Criminal Background Check
- Professional References

Physical and Mental Demands:

- Must work well under pressure and have the ability to be creative and analytical.
- Must be able to use public transportation to travel to North Central, Center City, West, and South Philadelphia.
- Must be observant and able to attend to details of environment while visiting nursing homes, personal care homes, domiciliary care homes and adult day centers.
- Must be able to walk up stairs.
- Must be able to operate office equipment including but not limited to computer, telephone, fax, copier; move freely around the office; sit or stand at a desk and telephone for long periods of time; communicate in person, and over the telephone, with individuals and groups.
- This position will require occasional work outside of normal office hours.
- Some lifting of 10-20 pounds may be necessary.

Ombudsman must be free of conflict of interest and cannot be employed by, have an ownership interest in, or be involved in the management of a long term care facility while employed as a long-term care ombudsman.

Compensation:

Competitive salary, excellent benefits, and out-of-pocket expense reimbursement for travel related to the job. This position is exempt from overtime compensation.

Please mail or email cover letter and resume to:

Lori Walsh/Ombudsman Coordinator
CARIE
The Land Title Building
100 South Broad St. Suite 1500
Philadelphia, PA 19110
FAX: 215-545-5732
walsh@carie.org

No calls please.

CARIE is an Equal Opportunity Employer.