



ASSOCIATE OMBUDSMAN / SUPPORT SPECIALIST

POST DATE: April 21, 2023
HIRING RANGE: \$36,000 - \$42,000
LOCATION: CMCOG, 236 Stoneridge Drive, Columbia SC
JOB TYPE: Regular, Full-Time
CLOSING DATE: Open Until Filled

POSITION DESCRIPTION:

Under supervision of the Regional Long Term Care Ombudsman, the Associate Ombudsman receives, investigates and resolves complaints from or on behalf of residents of long-term care facilities. Conducts routine visits and promotes public understanding of long-term care. Coordinates and collaborates with other agencies and organizations on long-term care activities. Provides programmatic support to the Ombudsman Program. Investigative duties will be specifically assigned and signed off by the Regional Long-Term Care Ombudsman Director.

REPRESENTATIVE DUTIES:

1. Receives, investigates, and resolves complaints on behalf of residents of nursing homes, residential care facilities, and other facilities under the program's jurisdiction.
2. Conduct routine visits and provides support duties.
3. Maintains certification and proficiency by participating in required and related training. Stays current and performs duties in accordance with State Ombudsman requirements.
4. Receives all complaints and ensure follow-up by coordination with long-term care facilities and/or refer complaint to appropriate agency.
5. Maintains records and completes required reports; maintains confidentiality and follows proper disclosure on all complaints.
6. Develops background materials, reports and other materials needed on advocacy issues.
7. Promotes public understanding of residents' rights, abuse, neglect, exploitation and other long-term care matters including development and distribution of materials, public speaking, training activities and use of exhibits.
8. Coordinates activities with agencies that regulate and license long-term care facilities.
9. Provides training and consultation to families and residents' councils and to staff of long-term care facilities.
10. Reviews and comments on laws, regulations and policies that impact residents of long term care facilities.
11. Promotes community and volunteer support for residents of long-term care facilities.
12. Prepares brochures and mailing materials, using varied computer software programs.
13. Provides case-related information to other agencies as approved. Conduct case follow up/obtaining additional info on assigned cases.
14. Assists with in-service training, data input and filing.
15. Performs other related duties as required.
16. **Please be advised that confidentiality is MANDATORY in this position.**

DESIRED MINIMUM QUALIFICATIONS:

- A. Bachelor's Degree from an accredited college or university in social work, public health education, psychology, sociology, gerontology, or a related field; and
- B. Two years of professional experience in federally funded aging programs or an equivalent combination of education and experience.
- C. Must possess a valid S.C. Driver's License.
- D. Ombudsman Certification training is **MANDATORY**.

SKILLS NECESSARY:

1. Knowledge and understanding of federal/state laws, policies, and regulations that affect residents of long-term care facilities;
2. Skill and ability to effectively communicate orally and in writing;
3. Technologically competent, including working knowledge of Windows, Word, Excel and Outlook;
4. Ability to evaluate cases, documentation and situations thoroughly and effectively;
5. Ability to operate standard office equipment, including but not limited to, computers, telephone systems, typewriters, calculators, copiers and facsimile machines;
6. Skill and ability to manage multiple/parallel projects;
7. Skill and ability to effectively organize/prioritize work and manage time in order to meet deadlines; and
8. Skill and ability to interact with employees, associates, government officials and the general public in an effective and professional manner. Ability to deliver superior customer service. Ability to establish harmonious and effective working relationships. Discreet and diplomatic.

Guidelines and Supervision: Supervision and guidance will be provided by the Regional Long Term Care Ombudsman Program Director. In addition, technical assistance and guidance are available through the State LTC Ombudsman. Should there be conflicting guidance, the Regional Long Term Care Ombudsman Director is to be consulted.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Interested and qualified candidates should submit a resume, cover letter, and application. To download the application, go to www.cmcog.org, click on "News and Events" then "Employment". Applicants should send their resume, cover letter, and application to: recruiter@centralmidlands.org. This information may also be mailed to CMCOG Recruiter, 236 Stoneridge Drive, Columbia, SC 29210 by the closing date shown above.

Offers are contingent on the verification of credentials and other information required by the application process which may include the completion of a criminal history and background.

CMCOG is an Equal Opportunity Employer