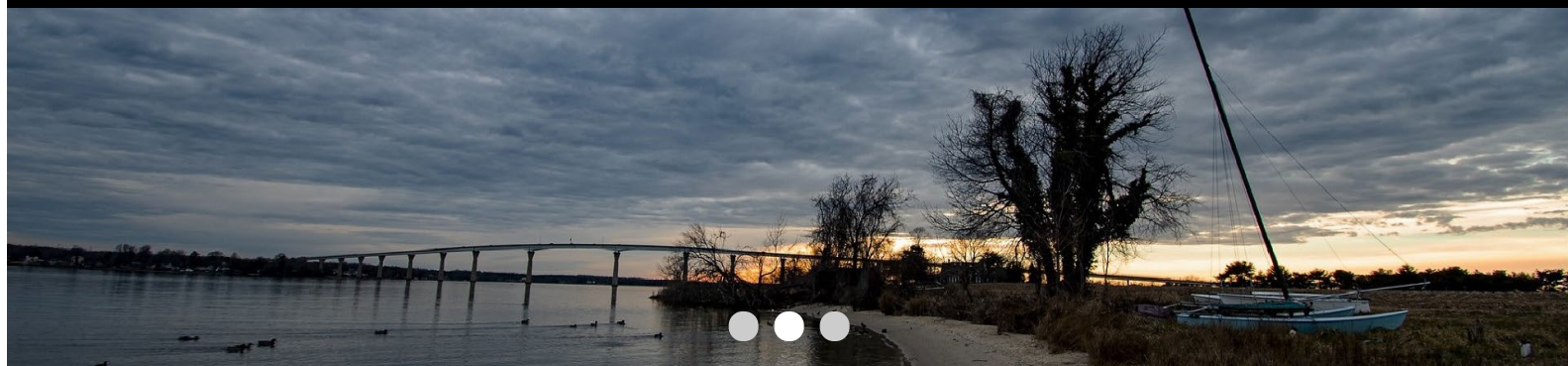


☰ MENU



STATE JOBS

MY APPLICATIONS

UPDATE CONTACT INFO

INTEREST CARDS

CLASS SPECIFICATIONS

CLOSED JOBS STATUS

## State Long Term Care Ombudsman

### Program Manager II

Recruitment #24-005477-0024

**DEPARTMENT** Department of Aging

**DATE OPENED** 7/5/2024 11:59:00 PM

**FILING DEADLINE** 7/19/2024 11:59:00 PM

**SALARY** \$78,919.00 - \$127,473.00/year

**EMPLOYMENT TYPE** Full-Time

**HR ANALYST** Cindy Mann

**WORK LOCATION** Baltimore City

[Go Back](#)

[Apply](#)

[View Benefits](#)



### Introduction

The Maryland Department of Aging will prepare for the growing population of older adults by developing innovative approaches to aging, advancing multisector collaborations, and providing equitable access to resources.

### GRADE

20

## LOCATION OF POSITION

MD Dept. of Aging (MDoA)  
301 W. Preston St.  
Baltimore, MD 21201

## Main Purpose Of Job

The State Long Term Care Ombudsman (LTCO) is responsible for managing all functions of the Ombudsman Office as set forth in the Older Americans Act, state law, and federal and state regulations including, setting the Office's budget, providing fiscal monitoring of LTCO expenditures, and developing and implementing regulations, policies and procedures relating to ombudsman functions consistent with federal and state regulations.

As the State LTCO, the employee in this position is responsible for the leadership and management of the Office. The LTCO mandates include: (1) investigating and resolving complaints brought by or on behalf of residents of long-term care facilities at both the individual and systems levels; (2) ensuring timely access to ombudsman services; and (3) monitoring conditions in and making recommendations for improvements in the long term care system.

Will provide program oversight 19 local jurisdictions' ombudsman representatives and LTCO staff at the State.

Must have excellent oral and written skills. Familiarity with the Older Americans Act is a plus.

\*\*\*This is a management service position which serves at the pleasure of the appointing authority\*\*\*

## POSITION DUTIES

### **Fiscal Management & Budget Oversight**

Prepares annual program budget and provides budget oversight, monitoring, and management of fiscal resources allocated to the Office of the State Long-Term Care Ombudsman Program.

Ensures compliance as required by each grant or funding source.

Reviews, monitors, and approves the plan and expenditures of state and local ombudsman budgets to ensure efficient and effective use of funding and other resources.

### **Program Management**

Recruits and hires State LTCO staff, following department and HR procedures.

Establishes and implements LTCO programmatic policies and procedures.

Provides programmatic oversight and supervision of the LTCO and local ombudsman offices, including coordinating LTCO programmatic requirements with Area Agency on Aging (AAA) directors. Provides LTCO program supervision of local ombudsman representatives and volunteers in 19 local area agencies on aging. Ensures that all local ombudsmen meet the state & federal requirements prior to hiring and ongoing. Provides programmatic performance reviews to AAA directors.

Conducts annual monitoring and assessment of compliance of all local ombudsman offices and communicates outcomes to department and AAA leadership.

Designates and de-designates per federal regulations and standards all ombudsman staff and volunteers both in the local ombudsman offices and state office.

Administers and provides technical assistance for ombudsman staff and volunteers and local area agencies on aging.

Conducts regularly scheduled LTCO representative and staff meetings, completes annual performance evaluations for

LTCO staff, and develops staff performance standards and goals.

Knows and applies federal and state laws/regulations/policy guidance to investigate and/or coordinate investigations/activities that are within the LTCO's authority, secure the best possible resolution for residents, and fulfill the expectations of the law and funders.

Prepares and distributes annual LTCO report in accordance with the Older Americans Act. Presents annual report to Department leadership and other interested parties.

Completes LTCO NORS report and ensure local ombudsman submits reporting requirements timely and accurately.

Assists in the development of the State Plan for elder justice system coordination efforts.

Informs Department leadership of any changes, issues, trends, or problems pertaining to the operation of the LTCO and/or the rights of long term care residents.

### **Supervision/Training**

Supervises support staff.

Oversees, designs and implements training for the Long-Term Care Ombudsman Program for certification and designation per the requirements set forth by state and federal law/regulations and the Administration for Community Living.

Conducts training on programmatic requirements, trends, and issues including NORS reporting, area plan development, local program monitoring, psychosocial topics, and state and national advocacy efforts.

### **Volunteer Recruitment, Retention and Program Development**

Directs the development of initiatives and quality assurance processes for Ombudsman Program Volunteers.

Directs the recruitment and retention programs to recruit, retain and support ombudsman volunteers both at the state and local level.

Draft marketing campaigns for volunteer recruitment and retention. Organize with ombudsman representative volunteer appreciation activities.

Reviews on an annual basis volunteer training curriculum to ensure volunteers are prepared to be effective advocates on behalf of the LTCO.

Delegate supervision of volunteers to local ombudsman.

### **Community Education and Outreach**

Informs the residents, families and the public about means of obtaining services provided by the long-term care ombudsman program and other public agencies.

Provide education and information about issues related to long-term care and the advocacy needs of residents across the state to the public and stakeholders.

Administers and oversees community education of staff and ombudsman volunteers both at the state and local level.

Promotes elder rights awareness campaigns in collaboration with local ombudsman representatives and advocates.

### **Information Systems**

Establish, maintain, monitor and provide a statewide uniform recordkeeping system to collect data about program activities.

Manages the files, records, and other information of the Ombudsman program both at the local and state level.

### **Legislative and Systemic Activity**

Serves as the legislative advocate on behalf of long-term care in order to promote the protection of all long-term care residents' rights and benefits. Provide leadership to statewide and national systems' advocacy efforts of the Office of the State Long-Term Care Ombudsman on behalf of long-term care facility residents, including direction and administration of systems advocacy efforts carried out by representatives of the LTCO.

Leads regular meetings with stakeholders to help ensure the quality of care and quality of life of all long-term care residents.

Represents the LTCO in appointed positions and/or at the request of the Secretary of Aging on state boards, commissions, and task forces.

## **MINIMUM QUALIFICATIONS**

**Education:** Bachelor's degree in Public Administration, Human Services, Social Work or related field.

**Experience:** Five years' experience working in a human service field, three of which need to be related to older adult care.

## **DESIRED OR PREFERRED QUALIFICATIONS**

**Preference will be given to candidates who have one or more of the following:**

Experience with budget development.

Experience with legislative advocacy.

Working knowledge of state and/or federal regulations regarding the role of an ombudsman and long term care.

Experience using Microsoft Word, Excel and PowerPoint and the Google Suite of Applications, i.e., email, sheets, drive and calendar.

## **SELECTION PROCESS**

Please make sure that you provide sufficient information on your application to show that you meet the qualifications for this recruitment. All information concerning your qualifications must be submitted by the closing date. We will not consider information submitted after this date. Successful candidates will be ranked as Best Qualified, Better Qualified, or Qualified and placed on the eligible (employment) list for at least one year.

## **EXAMINATION PROCESS**

The assessment may consist of a rating of your education, training, and experience related to the requirements of the position. It is important that you provide complete and accurate information on your application. Please report all experience and education that is related to this position.

## **BENEFITS**

[STATE OF MARYLAND BENEFITS](#)

## **FURTHER INSTRUCTIONS**

Online applications are highly recommended. However, if you are unable to apply online, the paper application and supplemental questionnaire may be submitted to: Department of Budget and Management, Recruitment

and Examination Division, 301 W. Preston St., Baltimore, MD 21201. Paper application materials must be received in our office by the closing date for the recruitment. No postmarks will be accepted.

For questions regarding this recruitment, please contact the DBM Recruitment and Examination Division at [Application.Help@maryland.gov](mailto:Application.Help@maryland.gov) or 410-767-4850, MD TTY Relay Service 1-800-735-2258.

We thank our Veterans for their service to our country.

People with disabilities and bilingual candidates are encouraged to apply.

As an equal opportunity employer, Maryland is committed to recruitment, retaining and promoting employees who are reflective of the State's diversity.

For education obtained outside the U.S., a copy of the equivalent American education as determined by a foreign credential evaluation service must be provided prior to hire.

**Click on a link below to apply for this position:**

<a href="#">Fill out the Supplemental Questionnaire and Application NOW using the Internet.</a>	<a href="#">Apply Online</a>
<a href="#">View and print the Supplemental Questionnaire.</a>	This recruitment requires completion of a supplemental questionnaire. You may view and print the <a href="#">supplemental questionnaire here</a> .
<a href="#">Apply via Paper Application.</a>	You may also download and complete the <a href="#">Paper Application here</a> .

Powered by 

[Contact Us](#) | [Privacy](#) | [Accessibility](#)



45 Calvert Street, Annapolis, MD 21401

300-301 West Preston Street, Baltimore, MD 21201

Toll Free (800) 705-3493