JOB ANNOUNCEMENT

POSITION: Montana State Long Term Care Ombudsman.

HOURS: Full Time, 40 Hour Week.

STARTING WAGE: $28.00 per hour plus benefits.

CLOSING DATE: Until Filled.

LOCATION:

This position will require a working from home with the ability to establish your home office location anywhere within the State of Montana that has access to high speed internet and cell service. HR services for this position will be provided by North Central Independent Living Services, Inc. located in Black Eagle/Great Falls Montana.

SUMMARY OF POSITION: Under the direction of the Montana Aging Services Bureau Senior & Long Term Care Division the State Ombudsman serves as an effective advocate for the well-being of long-term care facility residents within the State of Montana. The Position will be expected to provide leadership, planning and direction for the State Long-Term Care Ombudsman Program. Must have dependable transportation and willing to travel. Please see attached Responsibilities.

FRINGE BENEFITS:

North Central Independent Living Services, Inc. will provide paid sick and vacation leave, employee health insurance benefit, and paid holidays.

EDUCATION & EXPERIENCE:

The required knowledge, abilities and skills are typically acquired through completion of an undergraduate degree in nursing, social work, social sciences, psychology or other related field and two years of professional experience with at least one year in aging, long term care, and/or a related field; or commensurate experience/education as a long term care Ombudsman may substitute for the degree upon approval. Additional minimum qualifications shall include, but not be limited to, demonstrated expertise in: (1) Long-term services and supports or other direct services for older persons or individuals with disabilities; (2) Consumer-oriented public policy advocacy; (3) Leadership and program management skills; and (4) Negotiation and problem resolution skills.

APPLICATION:

Submit resume and cover letter to

Executive Director

North Central Independent Living Services, Inc.

1120 25th Ave NE

Black Eagle Montana 59414

Equal Opportunity Employer
State Ombudsman Responsibilities

- Provides leadership, planning and direction for the State Long-Term Care Ombudsman Program by serving in the capacity of the State Long Term Care Ombudsman
- Participate in the fiscal management of the Ombudsman program with the Bureau Chief, program manager and the financial specialist of the Aging Bureau
- Represents the program/contract in meetings with the Senior and Long-Term Care Division, State Legislature, advisory councils, long-term care facilities, mediators, and other organizations to problem solve and promote shared goals involving long-term care
  - Implement policy and procedures in collaboration with the program manager of the Aging Bureau. Provides interpretation and training of policies and procedures. Responds to suggestions and proposals from agency staff, providers, and stakeholders for program improvements
  - Analyzes data entered by regional and local ombudsman to attest the completeness of the data. Assist the Aging Bureau Program Manager with routine and annual program analyses and reporting
  - Develops a cadre of well-trained regional and local ombudsman
  - Mentors, coaches, and supports ombudsman staff development
  - In partnership with the provider agencies, assist in the hiring/interviewing, and designation process
- Conducts regional and local ombudsman evaluations and assessments in partnership with the state program manager especially in regard to ombudsman services
  - Mentors, coaches, and supports ombudsman staff development; conducts performance evaluations and implements annual performance goals
  - Handles hiring/interviewing, and performance improvement plan as necessary with assistance from the State Ombudsman Program Manager
- Provide oversight services are delivered in accordance with program policy, in relation to identification, investigation and complaint resolution:
  - Made by or on behalf of residents, including residents with limited or no decision-making capacity and who have no known legal representative
  - Provide services to assist in protecting health, safety, welfare, and rights of the residents
  - Inform the residents about means of obtaining services by providers or agencies;
  - Ensure the residents have regular, timely, private and unimpeded access to the services and the residents and complainants receive timely responses from the ombudsman
  - Represent the interests of the residents before governmental agencies and seek administrative, legal, and other remedies to protect their health, safety and welfare
- Provides information and consultation to regional and local ombudsman, long-term care facility staff, residents, and family members and/or guardians
• Clarifies policies, analyzes and researches problems, and coordinates with provider agency staff as needed to respond to policy questions
• Participate in development of program assessments for local and statewide program performance. Recommends changes and improvements from the outcome of program assessments. Ensures services meet established minimum quality standards through program assessments
• May conduct investigations and resolve complaints made by or on behalf of long-term care residents in the temporary absence of a regional ombudsman
• Researches, analyzes and monitors the development and implementation of federal, state and local laws, regulations and policies pertaining to other health, safety, welfare and rights of residents with respect to the adequacy of long-term care facilities and services and revises the program and policy manual accordingly. Advises regional and local Ombudsmen regarding potential impacts of state and federal regulations and policies
• Establishes ombudsman certification, recertification requirements in consultation with the Aging Services Division. Certifies/decertifies regional and local ombudsman as necessary
• Establishes a training curriculum for new ombudsman and a recertification training curriculum
  - Trains staff with respect to changes in state, federal, and local laws, regulation, and policy concerning the health, safety, welfare, and rights of residents with respect to long-term care facilities and services
• Indirectly supervises regional and local ombudsman
• Establish a Long-term Care Ombudsman Advisory Council and facilitate various workgroups as needed