



JOB ANNOUNCEMENT: Long Term Care Ombudsman (Quality Assurance)

POSITION: The Michigan Long Term Care Ombudsman Program (MLTCOP) is seeking applicants for two Assistant State Long Term Care Ombudsman to focus on quality assurance.

DESCRIPTION OF PROGRAM: The Michigan Long Term Care Ombudsman Program (MLTCOP) is authorized under state and federal law to advocate for residents of nursing homes, homes for the aged, and adult foster care homes and to seek systemic changes that benefit long term care consumers. In addition to the State Long Term Care Ombudsman Program staff, 25 local long term care ombudsman staff, who are housed in local host agencies, work throughout the state to address the needs of long term care residents in their regions. The Michigan Long Term Care Ombudsman Program is housed at the Michigan Elder Justice Initiative (MEJI), a legal services organization that advocates for low income older adults and people with disabilities on issues related to healthcare, benefits, long term care, elder abuse and individual rights.

MEJI is part of Michigan Statewide Advocacy Services (MSAS), a non-profit law firm providing free legal services to Michigan's low-income residents, Michigan's immigrant communities, and seniors through several statewide programs. MSAS is administered by the Michigan Advocacy Program (MAP).

Michigan Advocacy Program (MAP) is founded on the belief that equal justice is a right, not a privilege. MAP's mission is to advance the safety, independence, and economic stability of those most affected by poverty, racism, and other structurally oppressive systems by increasing access to justice and working for systemic solutions. MAP is committed to anti-racism in all aspects of our work and has an active Diversity, Equity, and Inclusion committee. Visit miadvocacy.org for more information.

RESPONSIBILITIES: The Assistant State Long Term Care Ombudsman focusing on quality assurance (ASLTCO) will be responsible for monitoring of program services and supporting the work provided through the network of local long term care ombudsmen.

- The ASLTCO will provide direct consultation with provide critically important support to local ombudsmen who have challenging cases, need information and assistance, or require guidance regarding program policies and procedures. This support will be provided through regularly scheduled meetings with ombudsmen in the coverage area and through individual case consultation calls or in-person visits when appropriate.

- The ASLTCO will ensure local ombudsmen provide consistent services across the assigned area of the state through monthly monitoring of activities and random case reviews. The ASLTCO will publish monthly reports of completed activities and closed cases for each local ombudsmen and review those reports with the local ombudsmen. The ASLTCO will publish quarterly reports for each region and review those reports with the ombudsmen and host agency supervisor. The ASLTCO will conduct in-person host agency visits annually to ensure compliance with the Older Americans Act requirements and MLTCOP policies and procedures.
- The ASLTCO will coordinate and conduct designation training for new ombudsman candidates (local or volunteer) including coordination of mentoring hours with a designation ombudsman and on-going mentoring calls. The ASLTCO will provide support and guidance to local ombudsmen for volunteer management.
- The ASLTCO will support the development and ongoing operation of resident and family councils in collaboration with local ombudsmen.
- The ASLTCO will also be available to support local ombudsmen in the provision of training on resident rights, abuse prevention, and other long term care topics for residents, staff members, and the general public.
- Under the direction of the State Long Term Care Ombudsman, the ASLTCO will be on site or available virtually to represent the MLTCOP and support local ombudsmen in crises such as decertification of a nursing home, closure of a licensed home, power outages, or other disasters that have an immediate and dangerous impact on residents.
- Other tasks as assigned by the State Long Term Care Ombudsman.

QUALIFICATIONS: Applicants must be skilled in use of Microsoft programs (namely Word, Excel, PowerPoint, and Publisher), Google Drive, Zoom, Adobe and be comfortable using technology generally. Applicants must possess excellent communication, training, conflict resolution, analytical and problem-solving skills. Applicants must be able to work both independently and as a part of a team. Applicants must have excellent attention to detail, great time management skills, and an ability to be flexible while working on multiple tasks at once. Applicants must be a strong advocate for residents' rights, dignity and respect, and be able to understand and apply statutory and regulatory provisions and MLTCOP policies and procedures. Applicants must have reliable transportation and the ability, when necessary, to travel across the state. A Bachelor's Degree or commensurate educational and professional experience in the field of health care, public policy, long term care, human services, social work or a related field is required. Long term care ombudsman experience is strongly preferred.

BENEFITS: This is a full-time position with a salary starting at \$60,000 based on years of relevant experience. MAP offers a generous benefits package including life, short- and long-term disability, health, vision, dental and flexible spending accounts. If an applicant does not require health benefits, they have the option to take an annual \$1,500 payout in addition to the base salary paid over the course of the year. MAP also has a generous leave policy allowing staff to accrue 3 weeks paid vacation the first year and 15 paid holidays, as well as a 401K retirement

plan including employer match for eligible staff after 6 months of employment. MAP is a qualifying employer for Public Service Loan Forgiveness.

TO APPLY: Please complete [this](#) application and submit your resume and cover letter. You can also access the application by copying and pasting the following web address into your browser: <https://miadvocacy.bamboohr.com/careers/180>. Applications will be reviewed on a rolling basis until the positions are filled.

MSAS/MLTCOP is an equal opportunity employer committed to diversity and inclusion in the workplace.