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 Scope of Work

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
EXHIBIT A-1 – SCOPE OF WORK

- Provides leadership, planning and direction for the State Long-Term Care Ombudsman Program by serving in the capacity of the Office of the State Long Term Care Ombudsman.
- Participate in the fiscal management of the Ombudsman program with the Aging Bureau Chief, Ombudsman Program Manager and the financial specialist of the Aging Services 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.
  - Establish policy and procedures in collaboration with the program manager of the Aging Services Bureau. Provides interpretation 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 Services Bureau Ombudsman 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; and
  - In concert with the local agencies, assists in hiring/interviewing, and constructive discipline as necessary.
- Conducts regional and local ombudsman evaluations and assessments in partnership with the state Ombudsman Program Manager.
  - Mentors, coaches, and supports ombudsman staff development; conducts performance evaluations and implements annual performance goals.
  - Assists/mentors with hiring/interviewing, and constructive discipline as necessary with assistance from the Aging Services Bureau Ombudsman Program Manager.
- Ensures 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;
o Provide services to assist the resident in protecting health, safety, welfare, and rights of the residents;

o Inform the residents about means of obtaining services provided by providers or agencies;

o Ensure the residents have regular, timely, private and unimpeded access to the services and the residents and complainants receive timely responses from the ombudsman;

o 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 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 the local providers and contractors regarding potential impacts of state and federal regulations and policies.

• Establishes and conducts ombudsman certification, recertification requirements in consultation with the Aging Services Division. Certifies/decertifies regional and local ombudsman as necessary.

• Establishes a training curriculum and conducts certification/recertification training for ombudsman.
  
  o 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.

• Provides programmatic supervision for regional and local ombudsman.