



**MULTI-SERVICE CENTER  
JOB DESCRIPTION**

<b>Job Title:</b> Staff LTC Ombuds	<b>Department:</b> Long-Term Care Ombudsman Program
<b>Reports To:</b> Snohomish County Regional Long-Term Care Ombuds	<b>Classification:</b> .72 FTE – Part-Time <b>FLSA Status:</b> Non-Exempt

**MSC’S VISION AS AN EMPLOYER**

At MSC, we believe that diversity, equity, and inclusion drives success for our clients, community and employees and makes us better able to serve our clients. MSC is building a future without poverty by creating pathways to help, hope and change for our neighbors. MSC is stronger as a team that welcomes diverse employees, perspectives, experiences and approaches to foster a stronger, smarter, and more informed workplace.

MSC strives to create an environment where employees are valued, empowered to positively support our mission, and recognized for their individual and team contributions. MSC strives to create a workplace that reflects the communities we serve. MSC believes that building a truly inclusive culture is essential for all our employees to bring their authentic, whole selves to work and experience a sense of belonging and support.

**SUMMARY OF POSITION:**

The Snohomish County LTC Ombuds will inform residents and the community about the ombuds program; provide education on and advocate for resident rights; and investigate and resolve complaints that occur in nursing homes, boarding home and adult family homes. The position will support volunteer ombudsmen in investigating and resolving complaints. The mission of the program is to improve the quality of care and quality of life for people who live in long-term care facilities. The staff member in this position is able to successfully incorporate diversity, equity and inclusion principles into their work.

**SCHEDULE: This position is part time at 29 hours per week (Flexible). The normal work week is defined as Sunday to Saturday; position not to exceed 29 hours in the work week.**

**\*\*\*Potential for full time (40 hours per week) is dependent upon funding. \*\*\***

**To comply with Labor Laws: 2-15 minute paid breaks and 1-30 minute unpaid lunch break is required during each 8-hour workday.**

**\*\*Occasionally provide service during evening hours or weekends as needed, while still maintaining a 29-hour workweek (flexible).**

Position works remotely.

**LOCATION:**

Position works remotely from Snohomish County. Must reside in Snohomish County.

**KEY DUTIES & RESPONSIBILITIES:**

- Provide ombuds services in long-term care facilities with possible exposure to infectious disease, including receiving, investigating, and resolving complaints. The ombuds will inform residents of their rights, and serve as a resident advocate to investigate and resolve quality of care and quality of life complaints;
- Perform regular Information and Intake line shifts, receiving complaints and providing information to callers, and documenting outcomes;
- Support the work of volunteers in visiting residents, investigating and resolving complaints;
- Document visits, cases and consultations per instructions from the Regional Ombuds;
- Give presentations on the Long-Term Care Ombudsman Program to volunteers, residents, staff and families of Long-Term Care facilities, as well as the public.
- Successful completion of the ombuds certification training upon hiring;
- Maintain certification as a Long-Term Care Ombuds
- Other duties as assigned.

**LEVEL OF SUPERVISION:**

- Supervision of volunteer Ombuds

**EXPERIENCE REQUIRED:**

- Demonstrated technical expertise in all Microsoft Office Programs including Excel, PowerPoint, Outlook, Publisher, etc.
- Must be able to import and export data and develop charts, tables and graphs as needed.
- Knowledge of long-term care services and experience working with people who are elderly or disabled.
- Demonstrated customer service and professional communication skills.
- Demonstrated experience in office management and organization.
- Experience in managing fiscal operations such as invoices, purchase orders and budget expenditure tracking

**EDUCATION/LICENSES/CERTIFICATION/FORMAL TRAINING:**

- Four years of direct work experience in human services or related field; including two years of advocacy experience, preferably advocating for older adults (e.g. working directly with clients to uphold their rights and problem-solving to have their needs met);  
**OR**
- B.A. degree and two years of advocacy, including direct work experience in human services or related field; **OR**
- Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position.

### **ESSENTIAL ABILITIES:**

- Read, write and understand the English language
- Excellent interpersonal, writing and teaching skills, including the ability to make presentations;
- Excellent analytical, facilitation and problem solving skills;
- Excellent organizational skills and good computer skills
- Ability to work independently, accurately and manage multiple cases and to adjust priorities as needed;
- Self-motivated with an ability to work independently and collaboratively;
- Ability to represent the agency and all of its programs to funders and donors in a professional and positive manner
- Ability to work with highly confidential information and follow federal and state laws.
- Ability to work well with people who are experiencing a crisis.
- Ability to work with people who are assertive, demanding or aggressive.
- Willingness and ability to work with people from a variety of racial, cultural and economic backgrounds, with various lifestyles, sexual orientations, and of all ages
- Ability to work in a self-directed manner and assume responsibility for assigned tasks
- Ability to be flexible and adjust to deadlines and changes in assigned tasks; understand that the workflow varies in volume based department projects
- Possess a valid Washington State Driver License, auto insurance and reliable transportation.

### **PHYSICAL REQUIREMENTS:**

These physical requirements are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to ensure people with disabilities to perform the described essential functions.

- Lifting up to 25 lbs. without assistance.
- Highly mobile position involving frequent driving, regular walking and standing
- Stretching/Reaching, Hand/Finger dexterity, Stooping (bend at waist) frequently
- Ability to sit in front of computer screen for long periods of time

### **WORKING ENVIRONMENT**

- Work performed indoors in a climate controlled environment.
- Willingness to travel throughout Snohomish County.
- Occasionally provide services outside normal business hours as necessary while still maintaining a 29-hour workweek (flexible).

Multi-Service Center does not tolerate discrimination of any type, and offers equal employment opportunity to all qualified persons without regard to race, color, religion, sex, national origin, age, disability or medical condition, sexual orientation, marital status, veteran status or any other considerations made unlawful by Federal, State or local laws. Multi-Service Center is an at-will employer.

## **RESTRICTIONS**

The employee must maintain certification as a Long-Term Care Ombuds and meet the following conflict of interest guidelines:

- Ombuds cannot be employed by, manage, or work as a paid consultant or independent contractor for a long-term facility, currently or within the last one year.
- Ombuds or a member of his/her immediate family cannot have a significant ownership or investment interest in a long-term care facility or service, currently or within the last one year.
- Ombuds cannot have a direct involvement in the licensing or regulation of a long-term care facility or long-term care service, currently or within the last one year.
- Ombuds cannot solicit or receive gifts, money or estate property from a resident, unless the resident is a relative.
- Ombuds cannot be assigned to a long-term care facility in which the Ombuds or a member of his/her immediate family is a resident.
- Ombuds shall not use this position for any financial benefit, direct, indirect or implied.
- Ombuds shall not conduct or engage in political or religious activities at the long-term care facility she/he is assigned.
- Ombuds cannot have direct personal involvement in the provision of involuntary services or involuntary commitment of a resident.

**Multi-Service Center is committed to promoting equal employment opportunity and diversity in the workplace.**

**Salary: \$20.67 per hour**

**Paid vacation, paid sick leave, 13 paid holidays.**

**If you are interested in applying for this position, please send your cover letter and resume to: [jobs@mschelps.org](mailto:jobs@mschelps.org).**

**No phone calls please.**