



JOB DESCRIPTION

ASSISTANT STATE LONG-TERM CARE OMBUDS

Department: STATE LONG-TERM CARE OMBUDSMAN PROGRAM

Location: BASED IN Multi-Service Center (MSC) FEDERAL WAY OFFICE, 1200 S 336TH STREET FEDERAL WAY WA 98003; HYBRID REMOTE WORK FROM HOME AND VISIT LTC FACILITIES WITHIN THE STATE.

FLSA Status: EXEMPT

Position Status: REGULAR – FULL-TIME

Salary Grade: 18 MIN \$38.26 - MID \$43.54 - MAX \$50.05

Cost Center: 3201

Standard Occupational Classification System: 23-1022

Workers Compensation Code: 5308

Reports to: STATE LTC OMBUDS

Direct Reports (if any): NONE

Prepared/Revised Date: 3/6/2012 - 7/1/2023 - 2/29/2024 -6/9/2025.

ABOUT THE POSITION

The **Assistant State LTC Ombuds** monitors designated local host subrecipients. This includes reviewing program compliance with the law, policies and protocols that govern all long-term ombudsmen and their host entities. **The Assistant State Ombuds** conduct risk assessments, monitoring tasks, and provides technical support and guidance to all regional ombudsman programs. The role provides support to ombuds in resolving complaint resolution and will act as the backup for regional operations staff when needed. Under the direction of the State Ombuds, provide analysis of complaint data, state and provider practices and policies, and other relevant information to identify trends in long-term care service delivery, and assist in developing recommendations for policy changes to the State Ombuds. The Assistant state long-term Care ombuds will address regional, staff and volunteer training needs, develop training, and write updates to curriculum.

Essential Duties and Responsibilities include the following. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Regional Support:

- Function as part of the State Office Team to assure coverage of the office which includes complaints and support to long-term care ombuds/
- Provide technical programmatic assistance to the Regional Ombuds on office procedures/set-up, resolution of complex complaints, volunteer recruitment and volunteer management assistance, information system management, data analysis and training.
- Conduct contract and performance evaluations, provide constructive feedback and coaching
- Assist in the development of the statewide training and certification program, and manage this responsibility area.

Statewide Support:

- Assist the State Ombuds in development of a routine planning process resulting in a three-year plan for the statewide program, based on input from Regional LTCOPs, setting goals and measurable objectives for the program. Assure that the planning process allows for annual update of the plan.
- Analyze data in the LTCOP complaint management system for trends in long-term care which need correction.
- Assist in developing policy recommendations for improvement in long-term care services to be reviewed by the State Ombuds and the Board for presentation to State agencies and the Legislature.
- Represent the LTCOP on State agency sponsored policy work groups when assigned.
- Work with the State LTC Ombuds, Program legal counsel and Advocacy consultant to monitor proposed laws and regulations and develop responses or work on changes in the proposals.
- Develop special reports on individual subjects as necessary to further the improvement of long-term care services in the State.
- Develop and maintain a statewide LTCOP community outreach plan that may include producing newsletters, public service announcements, conducting public speaking and other marketing and volunteer recruitment methods.

Additional Responsibilities:

- Travel to MSC (Multi-Service Center) offices and program meetings throughout the state as needed
- Act on behalf of the State LTC Ombuds as designated by the State Long-Term Care Ombuds
- Other duties as assigned

POSITION REQUIREMENTS

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION:

- HSD or GED is required.
- A bachelor's degree is required.
- A master's degree in a Human Services related field such as Social Work, Public Administration, Healthcare or a related field is highly preferred.
- In lieu of a master's degree, a minimum of 10 years of experience in long-term care may be considered.

RELATED EXPERIENCE:

- Minimum of 3 years of experience in a combination of long-term care service delivery and long-term care.
- Demonstrated experience in data analysis and report creation.
- Excellent writing skills.
- Demonstrated experience in management principles and techniques.
- Demonstrated experience in the management of volunteers, preferred.
- Demonstrated experience in training and public speaking.
- Must be free of conflict of interests as defined in WAC 365-18-040 and attached to this job description.

CERTIFICATES, LICENSES, OR REGISTRATIONS:

The employee must maintain certification as a Long-Term Care Ombudsman and meet the following conflict of interest **WAC 365-18-040 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 year.
- Ombuds or a member of his/her immediate family cannot have significant ownership or investment interest in a long-term care facility or service, currently or within the last year.
- Ombuds cannot have direct involvement in the licensing or regulation of a long-term care facility or long-term care service, currently or within the last 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 Ombudsman 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 providing involuntary services or involuntary commitment of a resident.
- Must possess a valid Washington State Driver's License, auto insurance, and reliable transportation.
- Must be a Washington State resident.

REQUIRED COMPETENCIES:

- Demonstrate and continuously develop expertise in complaint investigation, problem identification, and resolution strategies while applying strong analytical thinking and sound judgment in complex and sensitive situations.
- Remain flexible in a dynamic, statewide role with shifting priorities. Effectively manage multiple tasks and adapt to rapid changes.
- Work independently with minimal supervision, demonstrating initiative in identifying and resolving issues.

- Provide creative and effective training to supervisors, volunteers, and paid staff on the principles and operations of the Long-Term Care Ombudsman program.
- Communicate clearly and empathetically—both verbally and in writing—across various levels, including with diverse populations such as older adults, individuals with disabilities, family members, and service providers.
- Adhere to the LTC Ombudsman Code of Ethics and Conduct; maintain confidentiality and neutrality at all times.
- Protect resident, complainant, and provider confidentiality in accordance with laws, policies, and practices established by the State LTC Ombudsman program.
- Organize and prioritize work responsibilities independently, ensuring dependability and consistency in a fast-paced, unpredictable environment.

TECHNICAL SKILLS: To perform this job successfully, an individual should have knowledge of the following.

- Proficient in reading, writing, and comprehending the English language.
- Applies trauma-informed care principles and a resident-centered approach, with a strong understanding of the aging process.
- Demonstrates expertise in federal and state long-term care (LTC) laws and regulations, including conflict of interest policies, certification standards, program monitoring, risk assessment, contract oversight, and performance evaluation.
- Experienced in data analysis, including identifying complaint trends and systemic issues; skilled in report writing, policy drafting, and database management.
- Highly proficient with Microsoft Office 365, including Excel, Word, PowerPoint, Outlook, OneDrive, and Publisher; able to manage calendars, analyze data, and create charts, graphs, and tables as needed.
- Possesses in-depth knowledge of aging, disabilities, and long-term care services.
- Brings advanced direct service experience working with older adults and individuals with disabilities; able to build empathetic, respectful relationships with residents, their families, and providers while honoring resident direction and autonomy.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Lifting to 40 lbs. Without assistance, some lifting above the waist or over the head.
- Highly mobile position involving driving, walking, standing, and sitting.
- Stretching/reaching, hand /finger dexterity, stooping (bend at waist) frequently, pushing, pulling, twisting.
- Mobility and ability to sit in front of a computer screen for extended periods of time.

WORK ENVIRONMENT:

- While performing the duties of this job, the employee is regularly exposed to an indoor, climate-controlled environment. The noise level in the work environment is average for indoor environments.

EMPLOYEE ACKNOWLEDGEMENT

I have reviewed this document and understand the responsibilities of this position.

Employee Signature: _____

Date: _____