

JOB TITLE: Long Term Care Ombudsman

DEPARTMENT: Health and Human Services

JOB SUMMARY: Under the guidance of the Regional Long Term Care Ombudsman and Aging Services Director, the Long-Term Care Ombudsman advocates for residents in long-term care facilities, educates the public on residents' rights, and performs related administrative duties.

JOB DUTIES: The following list is not exhaustive. Tasks will be varied and may be changed at the discretion of the Aging Service Director. They include but are not limited to the following:

Advocacy

- Champion the rights, quality of care, and quality of life for residents of long-term care facilities in compliance with state and federal regulations
- Receive, investigate, and resolve complaints—prioritizing facilities operated or contracted by the SC Office of Intellectual Disabilities and the SC Office of Behavioral Health
- Conduct routine facility visits to observe conditions, provide information, and address resident concerns
- Organize, coordinate, and manage the recruitment of volunteers
- Implement training programs for all volunteers
- Schedule and attend volunteer meetings
- Recommend and develop ongoing volunteer utilization
- Plan and conduct annual recognition events

Education

- Develop and deliver outreach presentations and training on residents' rights and long-term care issues
- Promote public understanding through materials creation, public speaking, and training sessions
- Provide ongoing consultation and programmatic training to families, Human Rights and resident councils, and facility staff
- Participate in professional continuing education, conferences, and training as approved

Administrative

- Implement state and regional policies and procedures for the Long-Term Care Ombudsman program
- Maintain accurate records and complete required reports, safeguarding client confidentiality per the Older Americans Act
- Conduct research and prepare background materials, advocacy reports, and other documentation as needed
- Support the Aging Services team on special projects and additional duties as assigned

Knowledge

- Proficiency with Microsoft Office applications
- Understanding of local and state laws governing senior service

Skills

- Strong verbal and written communication
- Effective interviewing and interpersonal techniques

Abilities

- Manage complex analytical tasks and case investigations
- Adapt quickly to changing assignments and work environments

Special Requirements

- Valid state driver's license or ability to obtain one
- Daily travel required; occasional overnight travel may be necessary
- Availability for after-hours and weekend work to conduct investigations and facility visits
- Successful completion of Long-Term Care Ombudsman certification, including state-facilitated training and a supervised probationary investigation period

Experience:

Successful applicants will possess strong interpersonal, communication, problem-solving, advocacy, and time management skills as well as an ability to work independently and a desire to empower and support vulnerable individuals. Understanding the preferences, needs and concerns of older people and people with disabilities is essential to this job. Those skills can come from working as a caregiver, advocate, or service provider in a professional role or from life experiences. Experience in the field of aging, health care, and/or long-term care would be beneficial.

Minimum Education Qualifications

- Bachelor's degree in social services or a related field plus two years of experience in human services or long-term care
- Or an equivalent combination of education and experience

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