



Pro Seniors, Inc.
Long-Term Care Project Ombudsman
www.proseniors.org

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In Southwest Ohio there are nearly 20,000 residents who live in nursing, assisted living, or group homes and many need someone who will help them receive quality care and enjoy a quality life. Long-Term Care Ombudsmen advocate for people who live in long-term care settings, working to resolve problems related to the health, safety, welfare, and rights of residents.

This position is project driven, creating and delivering education and programs to enhance the awareness and service levels of the ombudsman program.

- Conduct ombudsman program awareness outreach to hospital social workers in the 5-county area of Southwest OH, educating them on the role of the ombudsman, and the requirements of nursing home transfers and admissions.
- Increase consumer empowerment. Find and schedule community outreach opportunities, educating the public on the ombudsman program and consumer empowerment. Work with volunteers to educate LTC residents on empowerment techniques.
- Provide Selection Assistance to consumers. Develop any needed collateral materials or tools, write press releases, take inbound calls from consumers seeking long-term care providers.
- Establish peer-to-peer ombudsman pilot programs, including training and deployment.
- Support local legislative advocacy efforts in Southwest Ohio, with direction by the state ombudsman's office.
- Identify and engage key groups within the aging network that the ombudsman program should interact with and begin building relationships.
- Obtain Ombudsman Specialist certification and be able to conduct advocacy visits, and complaint handling, as needed.

If you excel at building rapport with seniors, time management, problem solving, and find it rewarding to help those who need a voice, this job is for you. Goal setting, organization and time management are critical to executing projects in a timely fashion.

Successful candidates will receive 100 hours of state training under the Ohio Department of Aging and the Office of Ohio State Long-Term Care Ombudsman, pass a certification exam, and hold the certification of Long-Term Care Ombudsman Specialist.

Job Type: Full-time

Salary: \$45,000.00 per year, increasing to \$46,000 upon completion of Ombudsman Specialist certification

Benefits: 401(k), dental insurance, employee assistance program, health insurance, health savings account, life insurance, paid time off, professional development assistance, and vision insurance.

Qualifications: Baccalaureate degree, proficiency in Microsoft Office Suite, database experience, and long-term care, hospice, or home health experience a plus. Reliable transportation required.

Application: Confidential applications will be accepted at lkerdolff@proseniors.org.

Pro Seniors, Inc. is an Equal Opportunity Employer and places a high value on diversity in our workplace, including diversity in race, ethnicity, gender, sexual orientation, age, and physical ability. We strive to create an environment welcoming to all individuals.