

NORTHERN REGIONAL CENTER FOR INDEPENDENT LIVING, INC.

JOB POSTING
(PART TIME) OMBUDSMAN PROGRAM LIAISON

Send completed application to:
Northern Regional Center for Independent Living, Inc.
210 Court Street #107
Watertown, NY 13601

**PERSONS WITH A DISABILITY, RACIAL AND ETHNIC MINORITIES
ENCOURAGED TO APPLY**

TITLE: Ombudsman Program Liaison

JOB SUMMARY: The Ombudsman Program Liaison takes direction from NYS Office for the Aging and works closely with the Ombudsman Program Coordinator to implement the Regional Long Term Care Ombudsman Program. She/he provides outreach activities to educate residents in long term care facilities of their rights in such programs and supports campaigns to advocate for systems improvements both on a facility level as well as on a statewide level. He/she assists volunteer Ombudsmen to monitor and meet their program objectives.

JOB DUTIES:

- Maintains liaison with all appropriate County, State and Federal agencies
- Assures that any files maintained by the local Ombudsman Program are disclosed only at the discretion of the State Long Term Care Ombudsman, and that the identity of any complainant or resident of a long term care facility is not disclosed unless as specified by law
- Submits reports, records, etc. in a timely manner to document volunteer and programmatic activity to the New York State Office of the Long Term Care Ombudsman in accordance with the requirements established by the State Ombudsman
- Regularly report to Independent Living Director on successes, challenges and issues pertaining to the Ombudsman program.
- Overall support for Ombudsman volunteers
- Conducts group supervision and training with supervisory personnel
- Ensures the ongoing implementation of certification and in-service training sessions for Ombudsman volunteers conducted in accordance with State Ombudsman Program requirements
- Participates in Ombudsman volunteer training, as appropriate
- Recommends volunteers to the State Long Term Care Ombudsman for designation as Long Term Care Ombudsmen.
- Responds to resident issues and concerns, as necessary
- Presents the program's services in public forums and provides public information and community education

PREFERRED QUALIFICATIONS: Associate's degree in social work, health, gerontology, law or related fields plus experience in human services with experience in volunteer management – or some combination of education and experience. Commitment to advocacy with experience as a consumer advocate. Significant personal experience with disability a plus. Must have strong verbal and written communication skills. Must be able to pass back ground check and must not

have conflicts of interest with long term care facilities. Bilingual or second language (American Sign Language, Spanish) a plus. 10/15