



Ombudsman, LTC Ombudsman Program

Openings in: Santa Monica CA, Pasadena CA, Van Nuys

(Exciting New Opportunity!)

The Long-term Care Ombudsman program is currently seeking a motivated, assertive, Ombudsman to service the surrounding territory of the regional office for which it reports. The Ombudsman is charged with advocating for the highest possible quality of care and quality of life for residents of long-term care facilities throughout the service area. Specific duties include identifying, investigating and resolving complaints made by or on behalf of residents of nursing homes, assisted living and boarding care homes for seniors.

Primary Responsibilities:

1. Conduct investigations of reports of alleged elder and dependent adult abuse in long-term care facilities in a timely manner.
2. Collaborate with and supervise interns and volunteers.
3. Ensure that all complaints are being handled according to program guidelines.
4. Make unannounced visits and provide continuing community presence through visits to facilities in the region.
5. Provide case management and reporting in compliance with established procedures.
6. Provide community education presentations, ongoing Public Relations and development with community partners like law enforcement and local fire departments.
7. Use of personal vehicle to visit LTC facilities approximately 60% of the time.

Job Requirements:

- A. Education Requirements



Master's in Social Work (MSW) strongly preferred. Master's in Gerontology (MSG) may also be considered.

B. Experience & Other Requirements

1. Three years' experience in one or more of the following areas: gerontology, complaint investigation, mediation, negotiation, health care delivery, long-term care and/or advocacy, or social work.
2. Ability to communicate effectively in writing and orally.
3. Field work experience with ethnically diverse populations.
4. Bi-lingual language skills a plus.
5. Candidates must not have worked at a long-term care facility or adult day service center for at least one year prior to application.
6. Must travel throughout designated service territory.
7. Valid driver's license, auto insurance and satisfactory criminal background check required.