

Long-Term Care Ombudsman

Job Description

Essential Functions

VLA's Long-Term Care Ombudsmen Project advocates for people receiving long-term care services. Our clients are residents of Vermont's long-term care facilities and people receiving Home and Community Based Services through Vermont's Choices for Care Medicaid program. Ombudsmen identify and help resolve problems or concerns raised by their clients. They visit each of Vermont's long term care facilities, and they work to empower long-term care recipients and improve their quality of life.

Duties and Responsibilities

- Provide person-centered advocacy to people who are living in long-term care facilities or who are receiving Choices for Care long-term care services and supports in the community.
- Identify, investigate, and help resolve complaints made by, or for, long-term care recipients.
- Empower individuals to direct their own care.
- Visit long-term care facilities to talk with residents and monitor conditions, with a focus on the Northeast Kingdom.
- Advocate for residents' rights, better care, and improved quality.
- Educate individuals, including long-term care providers, about residents' rights and good care practices.
- Provide information to the public about long-term care services and options.
- Help identify problem areas in the long-term care system and advocate for improvements.

Qualifications

- Four years of professional work experience in long-term care or related field, or bachelor's degree, or a comparable mix of education and relevant work experience.
- Commitment to social justice and person-centered advocacy.
- Ability to listen effectively and communicate complicated information clearly.
- Willingness to navigate complicated care issues including fraud, abuse, and neglect.
- Capacity to work independently as well as collaboratively on a team.
- Ability to develop and give presentations to groups.
- Ability to recognize long-term care recipient's concerns, and assist them with identifying outcome goals, and developing and implementing a plan for achieving desired goal(s).

This is a non-exempt position that reports to the State Long Term Care Ombudsman. In-state travel in a personal car is required, with mileage reimbursement provided. Salary is set based on the VLA Lay Advocate Salary Scale with credit for prior work experience approved by the Executive Director.

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