

Department of Human Resources
Carroll County Government
225 North Center Street, Room 100
Westminster, Maryland 21157
410-386-2129



Currently accepting applications for:
Ombudsman Assistant
Bureau of Aging and Disabilities
An Equal Opportunity Employer

Ombudsman Assistant – Bureau of Aging and Disabilities/Long-Term Care Ombudsman Program

\$41,018 annually (\$19.72 hourly) (Grade G09), 40 hours per week, *contingent position**

Hours are typically Monday through Friday from 8:30 am – 5:00 pm.

This position will remain open until filled.

The Bureau of Aging and Disabilities is currently seeking an Ombudsman Assistant to serve as an advocate for residents of assisted living and skilled nursing facilities. Ombudsmen work to improve residents' quality of care and quality of life by upholding resident rights under Federal, State, and local laws.

The Ombudsman Assistant will be responsible for receiving, investigating, and attempting to resolve resident complaints. The position will perform facility visits as required, develop rapport with residents and maintain confidentiality. The position will maintain effective relationships with relevant community agencies, provide education to residents, facility staff and community members about resident rights and elder abuse awareness/prevention and serve customers by providing information and making referrals when appropriate.

The ideal candidate will possess outstanding written and oral communication skills, as well as superior organizational skills and an ability to prioritize work.

See next page for the full job description

Qualifications:

1. Bachelor's degree in Human Services or related field
2. Two years' experience in case management or resident/human rights advocacy
3. Become a Certified Ombudsman within six months of employment
4. Valid driver's license
5. Requires criminal background check as condition of employment

A comparable amount of training and experience may be substituted for the minimum qualifications

Benefits of working for Carroll County Government:

- ✓ Low-cost, no deductible healthcare plans (including prescription and vision)
- ✓ Low-cost dental insurance
- ✓ Paid holidays

**Contingent employees are hired under an employment contract which includes paid time off and an additional 3% salary contribution for retirement.*

How to apply:

- Apply online: <https://careers.carrollcountymd.gov/openings/>
- Pick up an application in our office: 225 N. Center Street, Room 100, Westminster, MD 21157
- Call the Carroll County Job Hotline to request an application: 410-386-2020
- Applications must be submitted by 5:00 pm on the date the job closes
- Applications are **not** accepted by fax or email

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The County Commissioners of Carroll County recognize the rights of all people, including County employees, to equal opportunity. Discrimination against County employees on the basis of age, religion, gender, race, color, national origin, sexual orientation, marital status, physical or mental disability is strictly prohibited. The Americans with Disabilities Act, Titles I and II, applies to County government employment. If you have questions, suggestions, or complaints, please contact Kimberly L. Frock, Director and Carroll County Government Americans with Disabilities Coordinator for employment, at the Department of Human Resources (410-386-2129) or Md. Relay 711/800-735-2258. The mailing address is 225 North Center Street, Westminster, MD 21157.

OMBUDSMAN ASSISTANT

GENERAL RESPONSIBILITIES

Represents residents of Assisted Living and Long Term Care (LTC) facilities and advocates for their rights, quality of care and quality of life in accordance with Federal, State, and local laws.

ESSENTIAL TASKS include the following; other duties may be assigned.

1. Receive, investigate, monitor, and attempt to resolve complaints by residents in Assisted Living and Long Term Care facilities
2. Assist with complaint/investigation management, determine appropriate course of action, conduct field visits, as required
3. Assist with education and training to residents, facility staff, and community groups
4. Assist with recruitment and training of volunteer Ombudsman representatives
5. Establish, organize, and maintain files and computer records management/file systems
6. Develop and maintain effective working relationships with relevant community agencies
7. Perform frequent visits to local care facilities to develop resident rapport and assess quality of care, quality of life, and resident rights
8. Assist with reports required by management, government or licensing agencies
9. Apply knowledge of and respond to questions regarding regulations, policies, procedures, and practices
10. Successfully complete specified trainings
11. Perform related duties as to specific assignments
12. Any employee may be identified as Essential Personnel during emergency situations.
13. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
14. Communicate with managers, supervisors, co-workers, citizens, and others, maintains confidentiality; and represents the County

EDUCATION AND EXPERIENCE

1. Bachelor's degree in Human Services or related field
 2. Two years experience in case management or resident/human rights advocacy
- * A comparable amount of training and experience may be substituted for the minimum qualifications.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Valid driver's license
2. Become a Certified Ombudsman within six months of employment
3. Requires criminal background check as condition of employment

KNOWLEDGE, SKILLS AND ABILITIES

1. Read, interpret and comprehend instructions, regulations, correspondence, and memos
2. Write reports, business correspondence, and procedure manuals
3. Present information and respond to questions from residents, facility staff customers, and general public
4. Define problems, collect data, establish facts and draw valid conclusions
5. Work with detail, problem solve and communicate problems
6. Respond to inquiries and complaints from residents and citizens
7. Follow detailed written or oral instructions
8. Use computer software programs and/or other applications