



Position Title: Long-Term Care Ombudsman/Assisted Living

Reports To: Long-Term Care Ombudsman Program Director

Status: Full-Time/Exempt

Purpose:

The Long-Term Care Ombudsman Program protects the health, safety, welfare and rights of Dallas County nursing home and assisted living residents by advocating for their quality of life and care. The Assisted Living Ombudsman serves the residents in assigned assisted living facilities, by monitoring care provided in the facilities and working to resolve complaints on behalf of the residents.

Primary Responsibilities:

- Engaging in all aspects of the general operation of the program and maintaining the program in the absence of the director, as assigned.
- Scheduling and making regular visits to assigned assisted living facilities.
- Receiving, investigating and working towards resolution of complaints reported to the Ombudsman Program.
- Providing guidance on the process of choosing a facility for persons in the community and sharing information on specific assisted living facilities.
- Scheduling and making presentations in the community, as well as to facility staff, family groups and resident councils to increase visibility of the Ombudsman Program.
- Providing one-on-one consultations on long-term care issues for residents, families and facility staff.
- Assisting in the training, supervision, retention and evaluation of volunteer ombudsmen who are assigned to assisted living facilities.
- Maintaining thorough documentation of visits and casework, preparing monthly reports, and working closely with the Long-Term Care Ombudsman Program Director to monitor progress towards program goals.
- Being knowledgeable of the Licensing Standards for Assisted Living Facilities.
- Developing a working knowledge of, and remaining current on, local, state and national issues involving assisted living facilities, and engaging in systems advocacy related to those issues, when appropriate.
- Attending regular staff meetings and in-service training sessions
- Performing other related duties as assigned by the Long-Term Care Ombudsman Director.

Qualifications:

Education/Experience:

A bachelor's degree in social work or a related field with a minimum of two years of experience in social services, preferably in the field of aging or advocacy.

Skills/Characteristics:

Demonstrate diplomacy, assertiveness and problem-solving skills; work effectively with individuals of varying backgrounds, ages and interests; and possess strong public speaking and writing skills. Excellent organization and computer proficiency required, including proficiency with Salesforce, PowerPoint, Excel, and Word. Knowledge of aging preferred.

Position Positives

- Generous PTO policy
- 403B contribution plan with employer matching
- Opportunities for working remotely with supervisor permission
- A collaborative culture with team building and staff events throughout the year

The Senior Source is the #1 resource in the Dallas area for empowering and equipping individuals and families to navigate aging. Since 1961, we have provided financial and emotional services for older adults to age with dignity and purpose. Whether older adults are navigating financial matters, caregiving issues, or senior living options, The Senior Source guides them towards a successful solution.

Diversity and inclusion are essential to The Senior Source's mission of enhancing the quality of life of older adults in Dallas. We continually foster and support the principles and values of our agency by promoting an environment that is welcoming and inclusive of all values, opinions, experience, culture to best address the needs of our employees, clients and volunteers.

If interested, please submit a cover letter, salary requirements and resume to Suzanna Sulfstede at SSulfstede@theseniorsource.org.

The Senior Source is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals and in which personnel processes are merit-based and applied without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, marital status, age, disability, national or ethnic origin, military service status, citizenship, or other protected characteristic.