



ROCKY MOUNTAIN DEVELOPMENT COUNCIL, INC.
P.O. Box 1717 | 200 South Cruse Avenue | Helena, MT 59624-1717
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POSITION ANNOUNCEMENT -Local Long Term Care Ombudsman

Rocky Mountain Development Council has an opening for a full-time, 40 hours/week, Monday through Friday, Local Long Term Care Ombudsman (LLTCO) for Rocky's Agency on Aging Program in Helena. Ombudsman services will be provided in Lewis and Clark, Jefferson, Broadwater, & Meagher Counties. The starting salary for this position is \$17.79 per hour. Once the successful candidate has obtained the State of Montana Ombudsman Certification, they will receive an additional \$1.00 per hour increase, effective the first day of the pay period following certification. Travel reimbursement is provided.

At Rocky, the wage is just part of your total compensation. Rocky's generous benefit package includes health, dental, vision, and life insurance, hearing aid benefits, Health Savings Accounts and Flexible Spending Accounts, Wellness Health Screenings, Retirement, 401K plan, and an Employee Assistance Plan (which equals an extra \$4.93/hour). We also offer 13-14 paid holidays per year, sick and vacation leave equaling 5+ weeks in the first year! Retirement contributions begin after one year of employment and a 401k option is available upon hire (based on age).

Under the direction of the Regional Long-Term Care Ombudsman (RLTCO), the Ombudsman serves as an effective advocate for the well-being of the long-term care residents within the assigned area. The LLTCO shall promote both individual and systemic complaint resolution activities and be a regular presence in long-term care facilities.

Minimum Qualifications:

Knowledge: Ombudsman must have an understanding of the Principles of Social Work, Sociology, Psychology, assessment and Communication Skills, Geriatrics and the Aging Process and the Aging Services Network. Must have a general understanding of mental illness and dementia. Must be able to develop effective working relationships with the clientele, public, other agencies, public officials, and advocacy groups. Must have an understanding of the rules and regulations governing nursing homes, and assisted living facilities. Must be able to communicate effectively, verbally and in writing. Must have adequate computer skills for completing required reporting. Must feel comfortable interacting with people with dementia, mental illness or those who are near the end of their life.

Skills: The Ombudsman must have good listening skills. Must have the skill to analyze a resident's complaints and concerns without being judgmental, and the ability to work with the appropriate people to help resolve their issues. Must be able to establish and maintain effective working relationships with residents, their families, facility staff, and staff of other agencies, public officials and advocacy groups. The Ombudsman occasionally comes in the middle of conflict situations so she/he must be able to maintain calm control of their emotions in order to help find solutions to these issues. Must have the abilities to make public presentations to small or large groups when needed.

Abilities: Develop effective working relationships with the clientele, public, other agencies, public officials, and advocacy groups. Manage work time and establish program priorities. Obtain and maintain State of Montana Ombudsman certification. Ability to assess and analyze problems.

The required knowledge, skills, and abilities are typically acquired through completion of a two-year degree or two years of professional experience with at least one year in aging, long term care, or a related field; or commensurate experience/education may substitute for the degree upon approval. Requires successful completion of Montana LTC Ombudsman training and certification process. In accordance with the Older Americans Act, the LLTCO must be free of conflicts of interest that may interfere with job responsibilities. Specifically, an applicant must not have any financial interest in the provision of long-term care services. (Additional conflict of interest issues will apply to those applicants licensed as healthcare providers. Conflict of interest issues will be evaluated on a case-by-case basis with possible remedies as approved by the State LTC Ombudsman.) Must have a reliable vehicle with current driver's license and be insurable on Rocky's motor vehicle insurance policy. Occasional travel in hazardous weather conditions.

Application Process: Applicants must submit a signed, completed Rocky application, resume, and letter of interest. Applications are available from Rocky, and www.rmdc.net. Incomplete application materials will not be processed. Completed application packages **must be received by** the Rocky Human Resource Office, P O Box 1717, Helena, MT 59624-1717, and (200 Cruse Avenue, Helena, MT 59601). This position is open until filled. EEO

www.rmdc.net

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