



ROCKY MOUNTAIN DEVELOPMENT COUNCIL, INC.

P.O. Box 1717 | 200 South Cruse Avenue | Helena, MT 59624-1717
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POSITION ANNOUNCEMENT **Long Term Care Ombudsman**

Rocky Mountain Development Council has an opening for a full-time Long Term Care Ombudsman for the Area IV Agency on Aging Program in Helena. The starting salary for this position is \$14.22 per hour (DOE), plus RMDC's generous benefit package which includes: health/dental/vision/life insurance, paid holidays, sick and vacation leave and retirement plan.

The Long Term Care Ombudsman is responsible for visiting long term care facilities, Critical Access Hospitals and assisted living facilities in the assigned counties at a minimum of once every month. The Ombudsman meets with residents and facility personnel regularly. Receives, investigates and works to resolve complaints of residents in these facilities. Functions as an advocate for residents. This position will also provide limited information and assistance services and limited state health insurance program counseling to clients where appropriate.

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, assisted living facilities. Must be able to communicate effectively, orally and in writing. Must have adequate computer skills for completing required reporting and for internet investigation of issues related to inpatient care of senior citizen care. Must feel comfortable being 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 becomes 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 well and establish program priorities. Obtain and maintain certification as Ombudsman through the State. Ability to assess and analyze problems.

The above knowledge and abilities are typically acquired through a combination of education and experience equivalent to a Bachelor's degree in Social Work, Sociology, Gerontology or a related Human Services field, plus two to three year's work experience working with the elderly. Other combinations of education and experience which could provide these knowledge, skills and abilities will be evaluated on an individual basis.

Application Process: Applicants must submit a signed, completed RMDC application, resume, and letter of interest. Applications are available from RMDC, and www.rmhc.net. Incomplete application materials will not be processed. Completed application packages **must be received by** the RMDC Human Resource Office, P O Box 1717, Helena, MT 59624-1717, and (200 Cruse Avenue, Helena, MT 59601). The closing date for this position is Friday, February 16th, at 4:00 PM. EEO

www.rmhc.net

Affordable Housing
Homelessness Prevention
Home Buyer Education
Rocky Mountain Preschool Center
Head Start

LIEAP
Weatherization
Energy Share
Spirit of Service
Area IV Agency on Aging

Meals on Wheels
Senior Centers & Dinner Clubs
Foster Grandparent Program
Senior Companion Program
RSVP