

Action for Older Persons

Information you can count on. Assistance you can trust.

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Senior Program Coordinator Long-Term Care Ombudsman Program

Action for Older Persons, Inc. (AOP) has an opening for a full-time **Senior Program Coordinator** position oversee the agency's Long-Term Care Ombudsman Program. The mission of AOP is to empower individuals and families by providing unbiased information about health insurance options; advocacy; and education to promote quality of life.

The Long-Term Care Ombudsman Program is a federally mandated program dedicated to enhancing the quality of life for residents of long-term care facilities including nursing homes, assisted and enriched living facilities, adult care facilities and family type homes for adults.

Job Responsibilities: The Senior Program Coordinator is authorized as a Long-Term Care Ombudsman and is the representative of the New York State Long-Term Care Ombudsman (State Ombudsman) in Broome, Chenango, Tioga and Delaware Counties, NY. The Senior Program Coordinator is responsible for ensuring program compliance with State and Federal laws, regulations, and with the policies and procedures of the State Ombudsman Program. The Senior Program Coordinator is responsible for the oversight of the Program Coordinator and collaboration with the State Consortium comprised of peer regional lead coordinators. The Senior Program Coordinator is the main facilitator of communications with the State Office regarding the Program and its management.

The Senior Program Coordinator advocates for and represents the interests of all residents of long-term care facilities in matters affecting their health, safety, and welfare. The Senior Program Coordinator:

- Investigate and resolve complaints made by residents of long-term care facilities,
- Educate consumers and providers about residents' rights,
- Promotes the development of family and resident councils,
- Advocates for legislative and policy changes that will positively impact those in long-term care settings, and
- Travels up to 20% of their time throughout the geographic area covered by the program to provide in-person facility visitation and marketing of the program to residents, potential volunteers, and the public.

The Senior Program Coordinator oversees the Program Coordinator and the management of the Long-Term Care Ombudsman volunteers participating in the Program, including responsibility for:

- Recruiting, screening, training, and supervising Ombudsman volunteers in accordance with the State Ombudsman Program requirements,
- Assigning Ombudsman volunteers to long-term care facilities in Broome, Chenango, Tioga, and Delaware Counties,
- Assisting Ombudsman volunteers in investigating and resolving cases,

- Disseminating information from the State Ombudsman Program to volunteers, and
- Cooperating with governmental and regulatory agencies to help resolve complaints.

The Senior Program Coordinator is further responsible for ensuring:

- Resident and complainant confidentiality is maintained in accordance with AOP's Confidentiality Policy,
- Reports of actual or suspected abuse, mistreatment, neglect of residents, or related Medicaid/Medicare fraud are reported to the appropriate law enforcement or State regulatory agencies,
- Effective marketing and promotion of the Long-Term Care Ombudsman Program to increase residents' awareness of program services.

The Senior Program Coordinator provides public information and community education regarding the Program and issues affecting residents of long-term care facilities.

The Senior Program Coordinator maintains written records in accordance with State Ombudsman Program requirements and submits reports as required by the State Ombudsman.

Required Qualifications:

- Three years of progressively responsible experience in the field of human services, with at least one year of this experience having been in aging, long-term care, or a closely related human services field. A bachelor's degree in a health-related or human services field could be substituted for two years of general experience. A master's degree could be substituted for one additional year of general experience. Part-time experience and volunteer experience could be accepted on a pro-rated basis.

Preferred Qualifications:

- Experience working with and training volunteers.

Required Skills:

- Ability to represent the agency in a professional manner with tact and diplomacy.
- Strong oral and written communication skills.
- Excellent interpersonal skills.
- Ability to take decisive action with good judgement.
- Computer literacy.

Other Requirements:

- Must have a valid NYS Driver's License, their own vehicle, and automobile insurance.
- Shall not have an interest or relationship which may interfere with, limit, or appear to interfere with or limit in any way the ability of the Senior Program Coordinator to be objective, to fully and fairly investigate and resolve complaints, to manage and direct the Program, to comply with the policies and procedures of the State Ombudsman Program, or to otherwise represent the interests of residents of long-term care facilities.

Benefits:

- Health Insurance
- Paid time off
- Retirement plan