



Employment Opportunity

Ombudsman Assistant - Bureau of Aging and Disabilities
\$17.76 hourly salary (Grade G09)

Contingent Position – 37.5 hour weekly

Contingent Employees are hired under an Employment Contract which includes paid time off (PTO), medical insurance coverage and additional 3% salary contribution for an employee retirement

Apply By: Friday, November 3, 2017 @ 5:00 p.m.

GENERAL RESPONSIBILITIES Represents residents of Assisted Living and Nursing Home 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 Nursing Home facilities
2. Assist with complaint/investigation management, determine appropriate course of action, conduct field visits, as required
3. Assist with training to facilities, 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 ensure 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. Perform related duties as to specific assignments
11. Successfully complete specified trainings
12. Any employee may be identified as Essential Personnel during emergency situations.

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. Federal and State criminal history record check prior to employment

A Carroll County Government job application is required for these positions.

Apply on-line: cggovernment.carr.org

Call the Carroll County Job Hotline at (410) 386-2020 to request an employment application or call (410) 386-2129 for employment inquiries

Posted: 10/23/17
(18-34)

Carroll County is an Equal Opportunity Employer