



Employment Opportunity

Program Coordinator - Ombudsman - Bureau of Aging and Disabilities
\$19.36 hourly salary (Grade G10)

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: Tuesday, March 13, 2018 @ 5:00 p.m.

GENERAL RESPONSIBILITIES Provides program coordination, represents residents of Assisted Living and Long Term Care (LTC) 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. May perform supervisory responsibilities in accordance with the Carroll County Personnel Ordinance, County policies and applicable laws
2. Perform frequent visits to local care facilities to develop resident rapport and assess quality of care, quality of life, and resident rights
3. Coordinate the recruitment and training of volunteer Ombudsman representatives
4. Develop and administer training to facilities, staff, and community groups
5. Coordinate complaint/investigation management and determine appropriate course of action
6. Formulate goals, policies, programs, procedures, and work schedules
7. Assign duties and examine work for exactness, neatness and conformance to laws, policies and procedures
8. Establish, organize, and maintain files and computer records management/file systems
9. Develop and maintain effective working relationships with relevant community agencies
10. Compose, prepare, and process reports and correspondence required by management, government or licensing agencies
11. Apply knowledge of and respond to questions regarding regulations, policies, procedures, and practices

EDUCATION AND EXPERIENCE

1. Bachelor's degree with major coursework in Gerontology, Social Work, or related field*
2. Three 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: 2/27/18
(18-76)

Carroll County is an Equal Opportunity Employer