



EMPLOYMENT OPPORTUNITY
State Long-Term Care Ombudsman Program
Quality Assurance Program Manager

Disability Law Colorado has an immediate opening for the position of State Long-Term Care Ombudsman Quality Assurance Program Manager.

The Quality Assurance Program Manager performs a variety of roles in relation to the development, management, oversight and evaluation of the statewide Long-Term Care Ombudsman Program's data information including reports, analysis of reports, technical support and training to representatives of the State Office. The Quality Assurance Program Manager will serve as an ombudsman who advocates for residents of long-term care facilities.

The Quality Assurance Program Manager is a representative of the Office of the State Long-Term Care Ombudsman and will provide administrative support to the State Long-Term Care Ombudsman and Deputy Director. This position will also provide customer services to residents in Long-Term Care and to other external customers. This position will have knowledge of and understand federal regulations affecting the quality of care and quality of life of residents of long-term care facilities.

Requirements and Qualifications:

- Bachelor's Degree (B.A.) required
- Preferred three years of experience as an ombudsman or advocate with increasing responsibilities required.
- Experience in project management preferred and advocacy or services to the long-term care population beneficial.
- Ability to become certified as a Long-Term Care Ombudsman within the first month and to maintain the certification throughout the period of employment.
- Colorado driver's license to travel regularly throughout the state
- Ability to work independently and as part of a team
- Computer literacy and proficiency with software utilized to carry out job functions
- Follow federal regulations of confidentiality and conflict of interest (see attached document with federal regulations).
- Experience in managing fiscal operations such as invoices, purchase orders and budget expenditure tracking.

(See attached for complete job description and Federal regulations)

The hiring range for this position is \$62,000-\$68,000.

Disability Law Colorado offers competitive compensation and an excellent benefit package, which includes medical, dental, vision, life, short term and long term disability, life insurance and a 403(b) retirement savings plan.

The closing date is June 14. Please submit resume and cover letter outlining your interest and experience for this position. Interested applicants please mail, fax or email resume with cover letter to:

Esther Brieno [ebrieno@disabilitylawco.org]

Office Manager

Disability Law Colorado

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Disability Law Colorado is an Equal Opportunity Employer and does not discriminate on the basis of race, color, sex, age, religion, sexual orientation, creed, national origin or disability. Applicants with disabilities and diverse backgrounds are encouraged to apply.



State Long-Term Care Ombudsman Program Job Description

Job Title: State Long-Term Care Ombudsman Quality Assurance Program Manager

Department: Office of the State Long-Term Care Ombudsman

Reports To: State Long-Term Care Ombudsman

Classification: Full Time, Remote Work

FLSA Status: Exempt

SUMMARY OF POSITION:

The Quality Assurance Program Manager performs a variety of roles in relation to the development, management, oversight and evaluation of the statewide Long-Term Care Ombudsman Program's data information including reports, analysis of reports, technical support and training to representatives of the State Office. The Quality Assurance Program Manager will serve as an ombudsman who advocates for residents of long-term care facilities. The Quality Assurance Program Manager is a representative of the Office of the State Long-Term Care Ombudsman and will provide administrative support to the State Long-Term Care Ombudsman and Deputy Director. This position will also provide customer services to residents in Long-Term Care and to other external customers. This position will have knowledge of and understand federal regulations affecting the quality of care and quality of life of residents of long-term care facilities.

Works under the direction of the State Long-Term Care Ombudsman

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Comprehend and apply Federal and State policies, procedures, and/or requirements to daily job duties.
- Management of all State Long-Term Care Ombudsman Program databases and files and monthly reports and analysis of data.
- Manage, edit and update the State Long-Term Care Ombudsman Program website including daily inquiries and complaints received through the website.
- Maintain and track contract deliverables to assure contract compliance.
- Manages complaints made by or on behalf of residents of long-term care facilities which cannot be resolved by local ombudsmen. May temporarily act as the local ombudsman during times a region may not have an ombudsman and will provide temporary coverage. Provides a person-centered approach to addressing complaints and maintains confidentiality.
- Maintain documentation of all activities in the ombudsman database per federal regulations.
- Collects and oversees information on long-term care issues to the public and to residents, families, staff, Area Agencies on Aging and other interested groups.
- Monitors and accepts in-coming calls and voicemails to the Office of the State Long-Term Care Ombudsman.

- Monitors the fax line, ombudsman email and distributes information from the fax line/ombudsman email for the Office of the State Long-Term Care Ombudsman. This includes but is not limited to inquiries, discharges and survey information.
- Assists with the review of all local program data and assists the State Long-Term Care Ombudsman with disseminating reports to the correct agencies such as the State Unit on Aging.
- Serves as a technical consultant and subject matter expert to local ombudsmen.
- Oversees program tasks of the local ombudsman programs, including quality of ombudsman services.
- Completes on-site evaluations and provides on-site training as needed and directed by the State Long-Term Care Ombudsman of local ombudsman programs.
- Performs as a fully functioning team member of the State Office of the Long-Term Care Ombudsman Program.
- Assists with creating and providing training and technical assistance to local ombudsman programs statewide. Assists with monitoring the program activities of certified local ombudsmen as directed by the State Long-Term Care Ombudsman.
- Oversees the certification and training requirements for new and on-going local ombudsmen. Provides the certification card to local ombudsmen as directed by the State Long-Term Care Ombudsman.
- Collects, updates and maintains records of ombudsman programmatic required forms/activities such as conflict of interest, confidentiality, certification hours and training requirements.
- Oversees the distribution and ordering of educational material for the State Office of the Long-term Care Ombudsman.
- Maintains knowledge of current laws and regulations regarding long-term care in Colorado.
- Participates in staff meetings, and provides expertise on the Long-Term Care Ombudsman Program to other Disability Law Colorado personnel as needed.
- Performance consistent with the Colorado Rules of Professional Conduct and the Ombudsman Code of Ethics.

OTHER DUTIES include the following:

- Provides information to consumers on selecting a nursing home or assisted living residence.
- Acts as the subject matter expert and trainer for the ombudsman database and National Ombudsman Reporting System Software.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

EDUCATION REQUIRED

Bachelor's Degree (B. A.) required.

EXPERIENCE PREFERRED

- Preferred three years of experience as an ombudsman or advocate with increasing responsibilities required.
- Experience in project management preferred and advocacy or services to the long-term care population beneficial.

CERTIFICATES, LICENSES, REGISTRATIONS

Ability to become certified as a Long-Term Care Ombudsman within the first month and to maintain the certification throughout the period of employment.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Experience and competency in long-term care issues for people; consultation and negotiation; ability to develop advocacy strategies.
- Knowledge and experience of complaint investigation and resolution skills.
- Effective written and oral communications skills; demonstrated ability to train and work with citizens and professional groups; excellent problem-solving skills.
- Develop and maintain working professional relationships with a wide variety of stakeholders.
- Experience and competency in public policy for residents in long-term care; formulation of policies and procedures; program administration; management and coordination of services.
- Demonstrated technical expertise in all Microsoft Programs including Excel, Power Point, Outlook, Publisher, etc.
- Competent with the Internet and email.
- Possesses a valid Colorado driver's license and is able to regularly travel throughout Colorado by way of interstate highways and primary and secondary roads, including those passing through the mountainous terrain within the state and region.
- Follow federal regulations of confidentiality and conflict of interest (see attached document with federal regulations).
- Experience in managing fiscal operations such as invoices, purchase orders and budget expenditure tracking.

ESSENTIAL ABILITIES

Must have the ability to work with highly confidential information and follow federal and state laws. Possess organizational skills and computer skills. Ability to work independently, accurately and manage multiple tasks and priorities. Ability to be flexible and adjust to deadlines and changes in assigned tasks; understand that the workflow varies in volume-based program projects.

LANGUAGE SKILLS

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

The employee must be able to get to and from work and physically be present in the office. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Regular car travel throughout the state will be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

OTHER

- Equipment used including but not limited to: All office equipment, computer, fax machine, calculator, copy machine, scanner, and telephone system.
- Access: Stairs or elevator
- Travel: Overnight travel required at the direction of the State Long-Term Care Ombudsman.

Attachment

Per 45 CFR Section 1324.21

The employee of the State Long-Term Care Ombudsman Program must receive and maintain certification as a Long Term Care Ombudsman as well as meet the following conflict of interest guidelines:

- Long-Term Care Ombudsmen cannot be employed by, manage, or work as a paid consultant or independent contractor for a long-term facility, currently or within the last 12 months.
- Long-Term Care Ombudsmen or a member of his/her immediate family cannot have a significant ownership or investment interest in a long-term care facility or service, currently or within the last one year.
- Long-Term Care Ombudsmen cannot have a direct involvement in the licensing or regulation of a long-term care facility or long-term care service, currently or within the last 12 months.
- Long-Term Care Ombudsmen cannot solicit or receive gifts, money or estate property from a resident, unless the resident is a relative.
- Long-Term Care Ombudsmen cannot be assigned to a long-term care facility in which the Ombudsman or a member of his/her immediate family is a resident.
- Long-Term Care Ombudsmen shall not use this position for any financial benefit, direct, indirect or implied.
- Long-Term Care Ombudsmen shall not conduct or engage in political or religious activities at the long-term care facility she/he is assigned.
- Long-Term Care Ombudsmen cannot have direct personal involvement in the provision of involuntary services or involuntary commitment of a resident.