



## **EMPLOYMENT OPPORTUNITY**

### **Program Specialist Long-Term Care State Ombudsman**

Disability Law Colorado has an immediate opening for a Program Specialist in the State Long-Term Care Ombudsman Program to serve as a consumer advocate for residents of long-term care facilities, act as a liaison/program monitor for local ombudsman programs and to provide public information and program representation on long-term care issues and legislation and regulations.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Handles complaints made by or on behalf of residents of long-term care facilities which cannot be resolved by local ombudsmen.
- Provides information on long-term care issues to the public and to residents, families, staff, Area Agencies on Aging and other interested groups.
- Compiles and reviews all local program data.
- Performs routine program oversight tasks of the local ombudsman programs, including quality of ombudsman services oversight.
- Completes on-site evaluations of local ombudsman programs.
- Creates and provides training and technical assistance to local ombudsman programs statewide and monitors the program activities of certified local ombudsmen.
- Provides information to consumers on selecting a nursing home or assisted living residence.
- Maintains familiarity with Peer Place and National Ombudsman Reporting System Software.
- Possesses a valid Colorado driver's license and is able to regularly travel throughout Colorado.

#### **EDUCATION and/or EXPERIENCE**

- Experience and competency in long-term care issues for older people; consultation, customer service and negotiation skills; ability to develop advocacy strategies required.
- Effective written and oral communications skills; demonstrated ability to train and work with citizens and professional groups; excellent problem-solving skills required.
- Experience and competency in public policy for older people; formulation of policies and procedures; program administration; management and coordination of services required.
- Knowledge of Microsoft Windows software, including Word and familiarity with Internet and email required.
- Bachelor's Degree (B. A.) or equivalent and three years' experience as an ombudsman or other advocacy experience with increasing responsibilities required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Disability Law Colorado is an Equal Opportunity Employer

and does not discriminate on the basis of race, color, sex, religion, sexual orientation, creed, national origin, marital status or disability.

This position is open until filled.

Interested applicants please mail, fax, or email resume with cover letter to:

Julie Busby  
Office Manager  
Disability Law Colorado  
455 Sherman St, Suite 130  
Denver, CO 80203  
800-288-1376  
FAX: 303-722-0720  
[jbusby@disabilitylawco.org](mailto:jbusby@disabilitylawco.org)