

NOTICE OF JOB OPENING

The Appalachian Council of Governments, located in Greenville, SC, serving a 6-county region, is seeking a qualified individual to fill the position of **Long-Term Care Ombudsman** for our Area Agency on Aging.

BACKGROUND: ACOG is the Area Agency on Aging (AAA) for Anderson, Cherokee, Greenville Oconee, Pickens and Spartanburg Counties and focuses on helping older adults, adults with disabilities, and their family caregivers to live with dignity and independence in their homes and communities for as long as possible. The ACOG Long Term Care Ombudsman Program advocates for residents in licensed long term care facilities.

PURPOSE: Ombudsman advocate on behalf of consumers receiving long-term care services. They establish cooperative relationships with LTC providers and Managed Care plans monitoring the quality of care provided; educating clients and staff about the Resident's Bill of Rights; and advocating for these rights.

ESSENTIAL FUNCTIONS:

- Responsible for advocating for the rights of residents and better quality of care and quality of life in long term care facilities in accordance with state and federal laws.
- Receives, investigates and resolves complaints regarding long term care facilities to advocate for the resident and resolve problems on behalf of the resident.
- Conducts routine facility visits to advocate for the resident, make observations, provide information and resolve problems on behalf of the resident
- Promotes public understanding of resident's rights and other long term care matters including development and distribution of materials, outreach presentations, and informational trainings.
- Maintains records and accurately completes required reports and documentation of case-related information. Upholds confidentiality of client information in accordance with the Older Americans Act. Conducts research and develops background materials, reports, etc. as needed on advocacy issues.

REQUIRED EDUCATION AND EXPERIENCE

- Graduation from a four-year college or university with a Bachelor's degree in social work, health care administration, or a related field;
- Two or more years of experience in human services or long-term care services; or
- An equivalent combination of education and experience.
- Strong communication, problem-solving, and time management skills.
- An ability to work independently.
- Experience advocating for older people and people with disabilities is preferred.

SPECIAL REQUIREMENTS

- Valid state driver's license or ability to obtain one
- Daily travel throughout the region is required
- Computer skills are necessary

For the foreseeable future, due to the current crisis, staff will be expected to work primarily from home and to communicate with residents, facility staff, and others by telephone or other electronic means. Very limited in-person visits to facilities are possible under current policies.

SALARY RANGE AND BENEFITS

Salary Range - \$34,039 - \$51,425

The Appalachian Council of Governments is a member of the South Carolina State Employee Health Insurance and Retirement Programs.

10 paid holidays annually and paid annual and sick leave included with benefits

A complete job description can be found on our [website](#).

Position is open until filled: applications received by noon November 16, 2020 will be given priority

Please send cover letter and resume to Jessica Winters at:

Appalachian Council of Governments

Attn: Jessica Winters

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