**OMBUDSMAN SERVICES OF SAN MATEO COUNTY, INC**


**Position Title**:         Part-time Staff Ombudsman Position
**Employment Status**: Part-time – 21 hours – Wednesday - Friday
**Reports to**:            Program Manager


**Position Summary**:
The Ombudsman Staff Person will work with the Program Manager to cover extra work load and vacation coverage for regional program staff members. This person is responsible for monitoring uncovered facilities and advocating for the rights of residents who live in the long-term care facilities in San Mateo County. Work will be assigned on weekly basis and will vary.


**Responsibilities**:
Working with the Program Manager
- Will coordinate with Program Manager to cover facility visits and cases as needed.
- Ensure that all complaints assigned are investigated appropriately and closed in a timely manner; that all documentation and data entry is complete prior to closing
- Ensure that all assigned field work is meeting program standards
- Make unannounced visits to facilities as assigned, and open new cases appropriate.
- Provide in-service trainings to facility staff on issues related to elder abuse and elder care
- Participate in licensing, and survey/inspection process if needed
- Be available for phone consultation to individuals seeking help with placement
- Participate in and encourage resident council and family council meeting


**Qualifications**:
- Meet state certification requirements, or be willing to do training as set by the State of California Department of Aging
- Experience working with the elderly and the disabled
- Bi-lingual English/Spanish, or English/Cantonese a plus
- Demonstrate a thorough understanding of the long-term care system, aging issues and the rights and concerns of the elderly within the system. Experience working in a facility a plus.
- Excellent communication skills
- Ability and talent for problem solving, working independently and as a member of OSSMC team is crucial.
- Computer literacy a must


*For qualified candidates, please send cover letter and resume to ossmc@ossmc.org