



OMBUDSMAN

ADVOCATES FOR QUALITY OF LIFE IN RESIDENTIAL CARE

Program Manager Job Description

Position Summary:

Ombudsman Services of San Mateo County, Inc., is seeking a full time Program Manager to join our team in providing leadership and oversight to a team of staff members who are responsible for monitoring facilities and advocating for the rights of residents who live in licensed long term care facilities in San Mateo County. The ideal candidate is an adaptable individual looking to assure the protection of residents through advocacy, direct intervention, education and training. Our program advocates for both elder and dependent adult residents in San Mateo County's licensed long term care facilities. In addition, this individual also assumes a share of the field work, covering facilities in a geographic area assigned and the work associated with that responsibility.

Management Responsibilities:

Working with the ED and others as appropriate:

- Supervise the Regional Supervisors, Field Ombudsman, Abuse Specialist and Volunteer Coordinator
- Supervise social work interns
- Ensure that all field work in all geographic areas is meeting program standards
- Establish a system to follow through on established program plans, goals, and evaluations
- Conduct an annual evaluation of all staff under your supervision, and work with them through the year to monitor their progress towards meeting individual goals
- Oversee staff/volunteer training to ensure:
 1. We comply with state requirements; and
 2. We continue to build skills and knowledge needed to fully execute our responsibilities
- Ensure that any complaints against an ombudsman are handled in accordance with established grievance procedures
- Work with field staff, and the ED to ensure adequate coverage to meet the program's facility coverage plan

- Work with the Executive Director to implement the strategic plan for educating the community on long-term care issues
- Help with statistics for reporting purposes

Responsibilities in the field:

- Supervise a group of field ombudsmen assigned to his/her geographic area, including making facility assignments, monitoring to ensure program standards are met, providing technical support in the field, empowering and supporting ombudsmen in the group
- Ensure that all complaints received in the program from the geographic area are investigated appropriately and closed in a timely manner; that all documentation and data entry is complete prior to closing
- Provide in-service trainings to facility staff on issues related to elder abuse and other elder care issues

Qualifications:

- Willing to meet state certification requirements as set by the State of California Department of Aging
- A Master's degree in Social Work with 3 years of experience, or the equivalent of +5 years of experience in the field.
- Bi-lingual English/Spanish a plus
- Demonstrate a thorough understanding of the long-term care system, aging issues and the rights and concerns of the elderly within that system. Experience working in a facility a plus
- At least 1 year experience supervising and training staff
- Excellent communication skills
- Ability and talent for problem resolution
- Computer literacy adequate to execute the job responsibilities

Job Type: Fulltime, In-Person 8:30 am – 4:00 pm

Benefits: Full Benefits – Health, Dental, and Vision

How to apply: Applicants considering this position are encouraged to email a cover letter and resume to info@ossmc.org

*Compensation based on experience

11-2022