



## Job Description

**Job Title:** Regional Ombudsman Program Coordinator, Grade 6  
**Reports to:** Regional Ombudsman Program Manager  
**FLSA Status/Schedule:** Non-Exempt; 37.5 hours per week  
**Location:** Syracuse with expected travel throughout the area of service

**ARISE's mission is to work with people of all abilities to create a fair and just community in which everyone can fully participate.**

### Qualifications:

- Bachelor's degree in social work, health, public administration, gerontology, law or related fields
- Experience in program management with at least two (2) years of experience in volunteer management
- Three (3) years of experience in the field of human services, with at least one (1) year in the area of aging or long term care
- Demonstrated commitment to advocacy work, with at least one (1) year experience as an advocate
- Working knowledge of community resources
- Demonstrated professional computer proficiency
- Strong organizational, administrative, and communication skills
- Valid New York State Driver License and reliable transportation

### Essential Functions:

- Plan and conduct regular volunteer in-service trainings to provide opportunities for case review, education, and network building
- Visit long term care facilities to investigate and resolve complaints through interviews, observations, and record review
- Provide regular and ongoing presence of ombudsman in supported long term care facilities
- Ensure the necessary number of active ombudsmen volunteers is maintained on an ongoing basis
- Develop and maintain cooperative working relationships with facilities' administrations and meet with staff as needed
- Assist with organization, advertising, and instruction of ombudsman certification training for new volunteers in accordance with state ombudsman program requirements
- Initiate and/or maintain working relationships with agencies and community groups involved in supporting or enforcing quality of life in long term care facilities
- Recruit, screen, interview and provide shadowing opportunities for potential ombudsman volunteers.
- Receive incoming calls from ombudsman hotline number and ensures all complaints are designated to an ombudsman for investigation and resolution in absence of Regional Ombudsman Program Manager
- Maintain confidentiality of files and resident information in compliance with policies set forth by the State Long Term Care Ombudsman as well as HIPAA
- Increase public support for long term care residents and awareness of volunteer opportunities by periodically presenting in public forums, such as community speaking engagements, agency fairs, radio/television interviews, etc.
- Coordinate periodic volunteer appreciation activities or events designed to motivate and validate their worth as members of the ombudsman program

- Maintain working knowledge of laws and regulations pertaining to long term care
- Complete New York State mandated ombudsman certification training
- Utilize Peerplace Data Management System to document volunteer and programmatic activity in accordance with the National Ombudsman Reporting System (NORS)
- Oversee upkeep and maintenance of regional data in Peerplace and run reports as necessary
- Maintain and regularly update folder of "Frequently Updated Lists and Spreadsheets"
- Perform duties of Regional Ombudsman Program Manager in his/her absence
- Uphold policies and procedures
- Exercise sound judgment as a matter of course and hold protected health information and other sensitive information in the strictest of confidence in accordance with ARISE and HIPAA policies
- Other duties as assigned

**Benefits:**

- Generous paid time off includes:
  - 12 holidays
  - 20 Earned Time Off days in years 1 & 2; increases to 25 ETO days after 2 years
- Participation in the 401(k) plan can start as soon as the first of the calendar quarter following date of hire; employer match after one year includes 100% vesting immediately
- Very affordable, comprehensive group medical insurance coverage, as well as dental and vision coverage
- Flexible spending arrangement (medical / dependent care)
- Free life insurance and long term disability coverage
- Free / Confidential Employee Assistance Program
- Option to enroll in voluntary benefit plans at annual open enrollment