



Position Title: Long-Term Care Ombudsman, Irving

Reports To: Long-Term Care Ombudsman Program Director

Status: Part-Time (24 hours)/Exempt

Since 1961, The Senior Source has served greater Dallas as the go-to nonprofit for aging services. Through programs and services that assist, protect and connect older adults and caregivers, our mission is to enhance the quality of life and empower all older adults to thrive. Last year, we served 27,000 older adults and family caregivers, we educated 39,000 community members and professionals, and we mobilized more than 3,000 volunteers.

The Long-Term Care Ombudsman Program protects the health, safety, welfare and rights of Dallas County nursing home and assisted living residents by advocating for their quality of life and care. The Irving Ombudsman specifically serves the residents in all nursing homes and assisted living facilities that are located in Irving, by monitoring care provided in the facilities and working to resolve complaints on behalf of the residents.

Responsibilities include:

- Scheduling and making regular visits to Irving nursing homes and assisted living facilities.
- Receiving, investigating and working toward resolution of complaints reported to the Ombudsman Program regarding nursing homes and assisted living facilities in the City of Irving
- Providing guidance on the process of choosing a facility for persons in the community and sharing information on specific nursing homes and assisted living facilities.
- Scheduling and making presentations in the community, as well as to facility staff, family groups and resident councils to increase visibility of the Ombudsman Program.
- Providing one-on-one consultations on long-term care issues for residents, families and facility staff.
- Assisting in the training, supervision, retention and evaluation of volunteer ombudsmen who are assigned to assisted living facilities.
- Maintaining thorough documentation of visits and casework, preparing monthly reports, and working closely with the Long-Term Care Ombudsman Program Director to monitor progress towards program goals.

Qualifications include:

Education/Experience:

A bachelor's degree in social work or a related field with a minimum of two years of experience in social services, preferably in the field of aging or advocacy.



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Skills/Characteristics:

Demonstrate diplomacy, assertiveness and problem-solving skills; work effectively with individuals of varying backgrounds, ages and interests; and possess strong public speaking and writing skills. Excellent organization and computer proficiency required, including proficiency with Salesforce, PowerPoint, Excel, and Word. Knowledge of aging preferred.

The Senior Source is an EEOC service provider/employer.

If interested, please submit a cover letter, salary requirements and resume to Suzanna Sulfstede at SSulfstede@theseniorsource.org.