



**OLD COLONY  
PLANNING COUNCIL**

Christine Joy, President | Mary Waldron, Executive Director

(508) 583-1833

70 School Street, Brockton, MA 02301

[www.ocpcrpa.org](http://www.ocpcrpa.org)

**TITLE:** Assistant Director – Long Term Care (LTC) Ombudsman Program

**HOURS:** Part-time- 4.5-17.5 hours

**SUPERVISION:** Ombudsman LTC Program Director

**QUALIFICATIONS:**

Sensitivity to the needs of residents living in long-term care homes.

Excellent oral, written, communication and observation skills.

Experience in problem solving and complaint resolution.

A working knowledge of acceptable record keeping practices and gathering of statistical data.

Computer proficiency is required.

A valid Massachusetts driver's license and a legally insured and registered motor vehicle.

Flexibility in adjusting work schedule to meet the demands of the program when necessary.

A Bachelor's Degree in social work, human services, nursing or related field is preferred.

**DUTIES AND**

**RESPONSIBILITIES:**

Assist the Ombudsman Director with all duties, including but not limited to:

- Providing coverage to the nursing homes, rest homes and Transitional Care Unit in the Old Colony Planning Council (OCPC) service area.
- Receiving, assessing and resolving problems or concerns of the residents residing in long term care homes.
- Helping recruit, train and monitor volunteers on a regular basis.
- Meeting with staff and volunteers on a monthly basis to provide supervision, assistance and updates of Ombudsman Program.
- Documenting and maintaining Program records in compliance with Executive Office of Health and Human Services.
- Understanding and following the federal and state regulations that determine the policy of the Ombudsman Program.
- Overseeing the implementation of the objectives and goals of the LTC Ombudsman Program.

REVISED: 3/9/2022