The Lowcountry Council of Governments Area Agency on Aging is hiring a **Regional Long-Term Care Ombudsman**.

This position, under the supervision of the Aging Director and with guidance from the SC Department on Aging State Ombudsman, will serve as a Regional Long-Term Care Ombudsman (Regional LTCO) to investigate allegations of abuse, neglect, exploitation, and other quality of care issues.

**Essential Job Functions:** Duties will include, but are not limited to, supervising, guiding and evaluating assigned staff; responding to complaints from disabled, those with mental disabilities, and seniors in long-term care facilities, their family members or others regarding care issues or violation of residents’ rights; conducting investigations pertaining to those complaints; and providing administrative and technical assistance to volunteers, local communities, older adults and families, facility staff, and others.

The Regional LTCO will:

- Observe and gather evidence regarding care and/or other complaints by conducting interviews of residents, family members and staff as needed.
- Meet with facility management to report findings and negotiate a plan of correction.
- Work with the SC Department on Aging Ombudsman Staff and other state agencies as necessary.
- Advocate on behalf of the resident and the rights of the resident.
- Serve as a subject matter expert on matters of abuse, neglect and exploitation to the public, media, health care professionals, and legislators.

Must be able to attend various meetings and relevant trainings as well as remain educated on current events in the aging network and related programs through webinars, meetings, etc. Must exercise knowledge, skills, and ability to adapt to change, manage competing demands, and assist on various projects as they come up is a necessity. Requires effective communication, customer service skills and attention to detail. Excellent oral, written, organization, and workplace communication skills are essential. Should be proficient in Microsoft Office, able to develop spreadsheets, and produce reports as requested.

Travel is required; some overnight travel may be necessary. Some events may require after-hours and weekend work.

**Minimum Qualifications:**

A Bachelor’s Degree in Social Service, Human Services, Gerontology, Aging Services, or a related field required; supplemented by three years of experience in working with aging population, human services, long-term care or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must obtain and maintain
certification as a South Carolina Ombudsman within 12 months of hire. Must possess and maintain a valid South Carolina driver’s license. May be required to obtain and maintain other certifications as deemed necessary by management. Must possess and maintain a valid South Carolina Driver’s license. Salary grade 10: $48,882 - $68,435 (depending on qualifications) plus benefits.

Please email cover letter and résumé to Lscotland@lowcountrycog.org. Reviews will begin July 2024; position open until filled.

*A full position description is available, upon request by emailing Lscotland@lowcountrycog.org.