**Ombudsman Program Specialist**

December 2024

# Thank you for your interest in the Ombudsman Program Specialist position with Missoula Aging Services, a premier employer, in beautiful Missoula, Montana. This is a part-time, 20 hour per week position on our Resource Center Team. The starting wage for this non-exempt, fully benefited position is $21.00 per hour, depending upon experience and qualifications.

**Enjoy having your nights and weekends available to do what you like!** The Ombudsman Program Specialist hours are Monday through Friday between 8 AM to 5 PM. Moderate use of a personal vehicle and travel within Missoula County is required. Occasional travel outside Missoula County is required for training and certification purposes. Mileage, lodging and meal reimbursement is provided. You must maintain a valid MT driver’s license and vehicle insurance as required by MT state law.

**Instant job satisfaction in knowing your work is making someone’s day better.** The Ombudsman Program Specialist is responsible for complex mediation and advocacy services for residents in nursing homes and assisted living facilities. This position receives, investigates, and resolves complaints on behalf of residents. Ombudsmen provide information, education, resources, and build public awareness related to resident rights and services available for residents. The Ombudsman Program Specialist also provides coordination and supervision of all aspects of the Friendly Visitor Program.

Qualified candidates must submit a **cover letter and resume** to be considered.

1. Cover letter must clearly explain how your past work experience will allow you to be successful in meeting the Knowledge, Skills and Abilities required of this position (refer to Qualifications in the Job Description).
2. Include specific examples of your knowledge of mediation, advocacy, and community relations experience.
3. Explain any certifications or licenses you have previously been required to receive as well as your experience in using electronic data tracking systems, databases and Microsoft Office applications.

The preferred knowledge, skills and abilities described above are typically acquired through the completion of a relevant bachelor’s degree (e.g., human services, social work, psychology, nursing, gerontology) and two (2) years of relevant experience *OR* a suitable combination of education and experience. Volunteer work may be considered in evaluating work experience. Experience working independent of direct supervision and in the community, experience working with plans, policies, and procedures of an organization, and following regulations of local, state, and federal agencies preferred.

**For more information or to apply directly:**

Visit the Missoula Aging Services website – <https://missoulaagingservices.org>

* Click on “About Us - Careers” (top of page)

Submit your cover letter and resume to jschultz@missoulaagingservices.org

**Benefits:**

* Missoula Aging Services is part of Missoula County’s benefits plan, providing excellent health, dental, vision, group life & long-term disability insurance (available first of the month following 60 days after hire).
* Paid Time Off, Holidays & Paid Extended Leave
* Retirement (with matching contributions after one year of service)
* Employee Assistance Program (EAP)
* HSA/Flex
* Wellness Plan
* Flexible Scheduling

Missoula Aging Services is an equal opportunity employer. We consider applicants for all positions without regard to race, color, religion, gender, national origin, age, marital status, sexual orientation or veteran status, the presence of a non-job-related medical condition or disability, or any other legally protected status. Please advise us if accommodation is needed to participate in the application or interview process.

**MISSION**

Missoula Aging Services promotes the independence, dignity, and health of older adults and those who care for them.

## **VISION**

Missoula Aging Services is the voice of older adults. We provide programs and services in our communities, empowering people to age with confidence and without fear.

**VALUES**

**To make our mission and vision a reality, we practice the following:**

* In working with each other and the community, we follow our Guiding Principles and core values which are Integrity, Communication, Accountability, Respect and Safety.

**To support our mission:**

* We are person-centered in working with our clients.
* We respect a person’s autonomy within their capacity to remain independent.
* We believe that diversified funding creates a healthy and sustainable organization.
* We recognize the value of services we provide to aging adults, to veterans and to people with disabilities.
* We determine what and when services should be fee for service based on established criteria.
* We listen first. We believe that hearing from the people guides our direction.
* We are inclusive and non-partisan, listening to the minority and the majority.
* We are respectful in our communication and our behaviors – individually and collectively.
* We recognize that lack of awareness can lead to underserved aging adults.
* We believe that collaborative strategies can result in effective and efficient efforts and partnerships.
* We believe that volunteering provides a positive experience for the volunteers and those we serve.
* We honor and value our volunteers, respect their wisdom, experience, and engagement.
* MAS volunteers and clients are excited, enriched and valued through community service opportunities.

**DIVERSITY STATEMENT**

Missoula Aging Services welcomes and values all persons and embraces diversity among our staff, clients, and others whom we serve. We are committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion.