

## **JOB ANNOUNCEMENT**

**Title:**

Regional Long-Term Care Ombudsman  
Central Pines Regional Council  
Durham, NC

**Whom We Seek:**

Central Pines Regional Council Area Agency on Aging seeks a highly organized REGIONAL LONG-TERM CARE OMBUDSMAN to join a dynamic team of professionals dedicated to promoting the highest level of well-being to long-term care residents in a seven-county region, by partnering with organizations to provide a comprehensive system of opportunities, services, and protective supports.

**Description of Work:**

The Regional Long-Term Care Ombudsman will be a part of a fast-paced multidisciplinary organization that independently performs professional investigative and technical work in protecting the interests of older adults in long-term care facilities. The position involves investigating complaints related to long-term care, providing technical assistance to older adults and their families in navigating the long-term care system, providing training to community advisory committees, and representing the interests of long-term care residents before government agencies and other organizations.

**Knowledge, Skills, and Abilities:**

Candidates must have excellent verbal and written communication skills to serve as an advocate for residents in nursing homes and adult care homes, as per the Older Americans Act. An in-depth knowledge of the physical health, mental health, nutritional, economic, social, and recreational needs of older adults and other long-term residents is necessary. Volunteer development and long-term care facility staff training are involved. Must be skilled in the practical use of modern office systems, computer technology, and equipment. This position reports to the Director of the Area Agency on Aging.

**Education & Experience:**

Required: Bachelor's degree in a human services field with at least three years of experience in long-term care and/or aging services.

Preferred: Master's degree in gerontology, social work, sociology, or related field with at least two years of experience in long-term care and/or aging services.

Or, an equivalent combination of education and experience.

**Starting Salary & Benefits:**

Hiring range: \$47,234- \$51,957

\*This position is eligible for a 5% increase after serving a 6-month probation period.

**Benefits:** CPRC offers a generous benefits package including paid vacation and sick leave; NC Local Government Employees' Retirement System; 5% 401(k) employer contribution; 100% employer-paid health, dental, vision, and life insurance; health spending account, flexible spending account for child/dependent care, and hybrid and flexible work schedules.

**Our organization:**

CPRC is a member-driven organization serving as a leading resource to connect communities and enhance their strategic priority outcomes through regional policy, collaboration, and technical assistance at the local, regional, and state levels. See the kind of work we do and learn more about CPRC's vision, mission, organizational principles, core values, and strategic focus areas at [www.centralpinesnc.gov](http://www.centralpinesnc.gov)

**How to Apply:**

Send the completed application package (cover letter and resume) by email to [employment@centralpinesnc.gov](mailto:employment@centralpinesnc.gov) with the subject Regional Long Term Care Ombudsman.

Incomplete applications will not be considered. The position is open until filled; initial review of applications begins October 23, 2023.

All employment offers will be within the stated hiring range.

CPRC is an Equal Opportunity Employer and designated Best Workplace for Commuters.