

Volunteer Coordinator- Long Term Care Ombudsman

The Long-Term Care Ombudsman Program (LTCOP) offers advocacy and assistance to seniors and dependent adults; clients are residents in long-term care facilities within the Kern County Area. Services are provided by staff, and volunteers certified by the State Long-Term Care Ombudsman.

General Job Description

The Volunteer Coordinator position will oversee the implementation and coordination of the volunteer field ombudsman recruitment, training, and certification process. He/she will work closely with the Director of Long-Term Care to determine the curriculum for the training. In addition, this individual will assist with training on the state-provided database to ensure that all Ombudsmen are competent to enter their own cases and their monthly activity reports. There will also be some administrative responsibilities expected of this individual.

Duties and Responsibilities

(This list is not all-inclusive and does not limit the scope of other duties for this position)

1. Complete LTCOP volunteer training.
2. Recruiting, screening, interviewing, and training of new volunteers.
3. Assist with reviewing cases and assigning appropriate volunteers, in consultation with the LTC director.
4. Prepare and distribute assignment documentation.
5. Help develop initial case plans and ongoing strategies for advocacy.
6. Maintain case files in the office.
7. Provide assistance and consultation for volunteers as needed and when requested.
8. Assist volunteers and the office in the completion of volunteer/case stats sheets.
9. Empower Volunteers to provide accurate documentation of service provided as an Ombudsman.
10. Provide office coverage as assigned.
11. Prepare volunteer evaluations as assigned
12. Oversee assigned volunteers and assist with identified needs.
13. Promote and prepare agendas for all in-service training, in consultation with the LTC director.
14. Assist with volunteer appreciation events.
15. Attend conferences/seminars/meetings as required.
16. Other Duties: Due to changing programs and demands, funding source expectations, and/or changes in agency policy, as assigned, all staff may be expected to perform other duties.

Qualifications for the Job

1. Bachelor's degree and at least three (3) years of relevant work experience; **or** other combination of education and three (3) years' work experience that demonstrates the necessary skills to meet the duties and responsibilities of the position.
2. Successful completion of the State Ombudsman Certification training and Live Scan fingerprinting.
3. Ability to communicate with supervisors and empower volunteers to be effective in their roles.
4. Experience in recruiting, screening, training, and retaining volunteers.

5. Ability to work cooperatively with different types of personalities.
6. Must be able to interview effectively in a variety of settings.
7. Demonstrated ability to communicate effectively in writing and orally.
8. Ability to recognize, communicate and document crisis situations.
9. Proficiency in MS applications (Windows, Word, and Excel).
10. Must comply with "Guidance on Ombudsman resumption of duties, vaccination requirements, vaccination verification, testing, and PPE requirements"
11. Possession of a valid California Motor Vehicle Driver's License and valid Vehicle Insurance.
12. Bilingual (English/Spanish), desirable.

Job Type: Full-time

Salary: \$31-33 per hour

Benefits:

- Dental insurance
- Health insurance
- Paid time off
- Vacation Leave
- Sick Leave
- Holiday Pay

Schedule:

- 7.5 hour shift