

Cascade County

Job Vacancy Announcement

Position: Local Ombudsman/Medicare Counselor	Closing Date: March 1, 2013
County Department: Aging Services	Dept. Admin.: Rob Rung
Type of Position: Full-Time	Salary: \$10.23 per hour
Applications available at Cascade County Human Resources Department, www.cascadecountymt.gov or Job Service. All application materials must be turned in to the Cascade County Human Resources Department and date stamped by 5:00 p.m. on the closing date.	

POSITION DESCRIPTION

This position is located within Cascade County Aging Services Department. Supervision will be through the Aging Services Director with technical assistance, training, and direction from the State Ombudsman. This position will provide Ombudsman coverage primarily in Cascade and Chouteau counties, but may be called upon to assist with Hill and Blaine counties. Considerable travel is required and applicants are provided reliable transportation. Medicare Counseling via the State Health Insurance Program (SHIP) will be for Cascade County only. The position will be 75% Ombudsman and 25% SHIP. A Local Long-Term Care Ombudsman (LLTCO) serves as an advocate for all residents in licensed long-term care facilities (including Critical Access Hospitals) and assisted living facilities and serves as a liaison between residents, long-term care facility staff, and other agencies as appropriate. LLTCO records information pertinent to the Ombudsman Program data collection system. The LLTCO maintains and upholds privacy and confidentiality as required by the Older Americans Act and the Health Insurance Portability and Accountability Act (HIPAA); is responsible for documenting complaints, cases and activity reports, and related input of data and updates of data into the OmbudsManager Database. SHIP will be responsible for supporting the state-wide implementation of a variety of community based information, assistance, referral and advocacy delivery systems outreach, directed towards improving health insurance knowledge, access and outcomes for Medicare beneficiaries who are elderly or disabled and their families. Ability to take complex, often conflicting information from multiple sources, make determinations about relevance and validity; assess options and alternatives and solutions that are directed toward meeting the health insurance needs and protecting health care rights of Montana Medicare beneficiaries who are elderly or disabled and/or their families.

JOB REQUIREMENTS

Knowledge and understanding of: County, State, and Federal regulations regarding the programs within CCAS, in particular the Older American Act Title III, Long-term care facilities and related services, Medicare rules and regulation, State Health Insurance Program; Aging and Disability Resources; Community Partners in Services; Veterans Affairs and Social Security; resident rights in long-term care facilities; role of advocacy in a long-term care setting; Microsoft Office software, (Word, Excel, Outlook), Internet and E-Mail; Cascade County Operations Manual; safety rules, procedures and practices.

Skills in: Effective communication and listening; conflict resolution, including mediation and negotiation; interpersonal skills and the ability to be tactful, diplomatic, and non-judgmental; effective time management and organization; operating standard office equipment.

Ability to: Establish effective working relationships with management, employees, State agencies, other county departments, and the general public; ability to problem solve and communicate effectively and work with many different cultures respecting their heritage and traditions; prepare accurate and reliable reports containing findings, recommendations, and technical documentation; operate a personal computer using word processing spreadsheet and database applications appropriate to assigned duties; day travel out of town to surrounding counties and occasional overnight trips; resolve resident complaints in long-term care facilities; perform a wide variety of tasks with accuracy and speed under the pressure of time sensitive deadlines; quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology; meet challenges with resourcefulness through original thinking and creativity; develop solutions; respond promptly to requests for service and assistance from the public and various office personnel; meets established timelines and/or deadlines; deal with frequent change, delays or unexpected events; excellent time management and organizational skills; operate a variety of office equipment; read and comprehend materials; analyze and compile information; adhere to standards of confidentiality; follow verbal and written instructions; maintain concentration during frequent interruptions; observe work hours; demonstrate punctuality; work collaboratively with management and co-workers; observes established lines of authority; identifies problems that adversely affect the organization and its functions and offers suggestions for improvements; interpret, apply and explain laws, rules and regulations related to long-term care issues.

EDUCATION AND EXPERIENCE

The foregoing knowledge, skills and abilities are typically acquired through a combination of education and experience. At a minimum, all qualified applicants must have two (2) years of professional experience in a health care field, long term care facility, or closely related experience is required. Applicant must include a signed Conflict of Interest Form (IAW the Older Americans Act, the LLTCO must be free of conflicts of interest that may interfere with job responsibilities) to be considered a complete application. Applicant must possess and submit copy of valid Montana Driver's License issued by the State of Montana. Applicant must successfully complete Friendly Visitor Training and the Ombudsman Certification Training must be completed within six months of hire; successfully complete SHIP/Information & Assistance training provided by the State of Montana, Department of public Health & Human Services within one year from acceptance of this position and successfully complete MT Geriatric Education core online curriculum within two years of hire. This position is grant funded and/or contract for services funded via Federal and State funds. For this position, funding has been secured through June 30, 2014 and no anticipation of reduction of funds after that is foreseen.

The successful Applicant must serve a 6 month probationary period and may have a criminal background check conducted. The results thereof may disqualify the applicant from consideration for employment with the County.

Notice to Applicants: Applicants who are claiming Veteran's or Handicap Preference should provide a DD-214 Discharge Document and Employment Preference Form or DPHHS Handicap Certification with their application for employment so Cascade County may apply the preference during the selection process.

Cascade County makes reasonable accommodations for any known disability that may interfere with the applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For Cascade County to consider such arrangements, the applicants must make known any needed accommodations. Applicants should provide a detailed resume of their work experience along with a Cascade County Employment Application.

CASCADE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER