

The Office of the Long-Term Care Ombudsman is recruiting for a permanent Deputy Long-Term Care Ombudsman position located in Anchorage.

Under the direction of the State Long-Term Care Ombudsman, the Deputy Long-Term Care Ombudsman screens complaints, reports of harm, and critical incident reports and assigns cases for investigation. The position keeps informed about program case investigations and ensures that the Assistant Ombudsmen are pursuing investigations consistent with the mission and statutory authority of the program. In addition, this position is responsible for recruiting, training, and maintaining the Volunteer Management program.

Minimum Qualifications

Bachelor's degree in the human services, social work, psychology, nursing, criminal justice, or field relevant to OLTCO casework, and five years' experience as an investigator or advocate. Years of relevant education may be substituted for up to three years of experience.

Demonstrated skills and abilities

- Working knowledge of government and private programs that serve older Alaskans.
- Knowledge of relevant state and federal laws.
- Working knowledge of long-term care, services and supports in Alaska.
- Excellent problem-solving and interpersonal skills, including the ability to develop constructive relationships with staff, seniors, families and providers.
- Demonstrated competence as an interviewer and investigator with high ethical standards.
- Demonstrated strong commitment to helping vulnerable older Alaskans;
- Senior services, behavioral health, and/or legal advocacy experience preferred.

This position is in the exempt service with the State of Alaska; therefore, it is not covered by the terms of a collective bargaining agreement. Salary range starts at \$73,500 per year.

Established in the federal Older Americans Act, and under general direction of the Alaska Mental Health Trust Authority, the Long-Term Care Ombudsman manages a statewide program that identifies, investigates and resolves complaints relating to seniors in nursing and assisted living homes. State law gives the Long-Term Care Ombudsman the additional duty to protect the rights of older Alaskans whose complaints relate to problems with their residential circumstances.

Interested individuals should submit a resume and cover letter clearly documenting your qualifications, knowledge, skills and abilities as they pertain to the following by mail or email by July 10, 2020 to the following:

Valette Keller, Administrative Manager
valette.keller@alaska.gov
Alaska Mental Health Trust Authority
3745 Community Park Loop, Suite 200
Anchorage, AK 99508

The Office of the Long-Term Care Ombudsman is an equal opportunity employer and does not tolerate discrimination or harassment of any kind.