



EMPLOYMENT OPPORTUNITY

Quality Assurance Program Manager

Disability Law Colorado has an immediate opening for the position of Quality Assurance Program Manager to work as a part of our State Long Term Care Ombudsman team.

The Quality Assurance Program Manager performs a variety of roles in relation to the development, management, oversight and evaluation of the statewide Long-Term Care Ombudsman Program's data information including reports, analysis of reports, technical support and training to representatives of the State Office. The Quality Assurance Program Manager will serve as an ombudsman who advocates for residents of long-term care facilities. The Quality Assurance Program Manager is a representative of the Office of the State Long-Term Care Ombudsman and will provide administrative support to the State Long-Term Care Ombudsman and Deputy Director.

This position will also provide customer services to residents in Long-Term Care and to other external customers. This position will have knowledge of and understand federal regulations affecting the quality of care and quality of life of residents of long-term care facilities.

This position reports to and takes direction from the State Long-Term Care Ombudsman.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Management of all State Long-Term Care Ombudsman Program databases and files and monthly reports and analysis of data.
- Manage, edit and update the State Long-Term Care Ombudsman Program website including daily inquiries and complaints received through the website.
- Maintain and track contract deliverables to assure contract compliance.
- Manages complaints made by or on behalf of residents of long-term care facilities which cannot be resolved by local ombudsmen. Provides a person-centered approach to addressing complaints and maintains confidentiality.
- May temporarily act as the local ombudsman during times a region may not have an ombudsman and will provide temporary coverage.
- Maintain documentation of all activities in the ombudsman database per federal

regulations.

- Collects and oversees information on long-term care issues to the public and to residents, families, staff, Area Agencies on Aging and other interested groups.
- Monitors and accepts in-coming calls and voicemails to the Office.
- Monitors the ombudsman fax line, ombudsman email and distributes information from the fax line/ombudsman email.
- Assists with the review of all local program data and assists the State Long-Term Care Ombudsman with disseminating reports to the correct agencies.
- Develop and maintain working professional relationships with a wide variety of stakeholders.
- Serves as a technical consultant and subject matter expert to local ombudsmen.
- Oversees program tasks of the local ombudsman programs, including quality of ombudsman services.
- Assists with creating and providing training and technical assistance to local ombudsman programs statewide. Assists with monitoring the program activities of certified local ombudsmen as directed.
- Oversees the certification and training requirements for new and on-going local ombudsmen.
- Updates and monitors ombudsman programmatic required forms/activities such as conflict of interest, confidentiality, certification hours and training requirements.
- Oversees the educational material for the State Office of the Long-term Care Ombudsman.
- Performance consistent with the Colorado Rules of Professional Conduct and the Ombudsman Code of Ethics.

Requirements and Qualifications:

- Bachelor's Degree (B. A.) required
- Preferred three years of experience as an ombudsman or advocate with increasing responsibilities required.
- Experience in project management preferred and advocacy or services to the long-term care population beneficial.
- Experience and competency in long-term care issues for people; consultation and negotiation; ability to develop advocacy strategies.
- Knowledge and experience of complaint investigation and resolution skills.
- Effective written and oral communications skills; demonstrated ability to train and work with citizens and professional groups; excellent problem-solving skills.
- Experience and competency in public policy for residents in long-term care; formulation of policies and procedures; program administration; management and coordination of services.

- Demonstrated technical expertise in all Microsoft Programs including Excel, Power Point, Outlook, Publisher, etc.
- Familiar with the Internet and email.
- Follow federal regulations of confidentiality and conflict of interest (see attached documents with federal regulations).
- May need to travel throughout Colorado

The hiring range for this position is \$65,000-\$68,000.

Disability Law Colorado offers competitive compensation and an excellent benefit package, which includes medical, dental, vision, life, short term and long term disability, life insurance and a 403(b) retirement savings plan.

The closing date is May 16, 2022. Please submit resume and cover letter outlining your interest and experience for this position. Interested applicants please mail, fax or email resume with cover letter to:

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Disability Law Colorado is an Equal Opportunity Employer and does not discriminate on the basis of race, color, sex, age, religion, sexual orientation, creed, national origin or disability.

Applicants with disabilities and diverse backgrounds are encouraged to apply.