



INDIANA LEGAL SERVICES, INC.
Job Announcement
OMBUDSMAN

AGENCY DESCRIPTION: Indiana Legal Services, Inc. (ILS) is a statewide, not-for profit organization that provides free legal services to eligible clients in civil cases through 8 branch offices. ILS is funded by the Legal Services Corporation, Indiana Civil Legal Aid Fund, United Ways, Area Agencies on Aging, and approximately 85 other funding sources.

EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER: ILS is committed to promoting diversity, multiculturalism, and inclusion and is proud to be an equal opportunity employer. We recruit, employ, train, compensate, and promote without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or any category protected by law.

LOCATION: This position is located in the Indianapolis office of Indiana Legal Services but can be performed remotely. The successful candidate will provide services in the following counties: Marion, Boone, Hendricks, Johnson, Hancock, Hamilton, Morgan, and Shelby.

RESPONSIBILITIES:

- Identify, investigate, resolve, or attempt to resolve complaints made by or on behalf of residents of nursing homes and assisted living facilities to obtain high quality care for the residents.
- Represent residents in administrative involuntary transfer appeals with the Indiana State Department of Health.
- Provide information on residents' rights, provide education and training for residents, their family members, staff of long-term care facilities, and the public.
- Support the development and maintenance of resident and family councils.
- Assist in addressing council concerns.
- Perform other ombudsman duties listed in 455 Ind. Admin. Code 1-8-9.

QUALIFICATIONS:

- Dedication to the mission of Indiana Legal Services, which is to use the law to fight poverty, empower clients, and improve access to justice.
- Excellent written and oral communication skills.
- Ability to travel as needed to perform job responsibilities throughout the assigned county service area.
- Ability to establish and maintain excellent relationships with diverse populations.
- Applicants must either be certified as a local ombudsman or be eligible to be certified as provided in 455 Ind. Admin. Code 1-8-8.
- Applicants must have a bachelor's degree in counseling, gerontology, nursing, psychology, sociology, social work, physical, occupational, or recreational therapy, special education, rehabilitation counseling, or other human services fields or have a least four years of work experience in the field of long-term care. Accredited college training in the areas listed above may substitute for the required work experience on a year-for-year basis.



PREFERRED QUALIFICATIONS:

- Experience working with residents of long-term care facilities and elderly and disabled populations.
- Second language fluency.

COMPENSATION: Starting salary is \$39,788 with a range up to \$53,693.50, depending on relevant experience. This is a full-time position working 37.5 hours per week. ILS offers an excellent fringe benefits package including health insurance (medical, dental, vision), disability insurance, life insurance, a 401k plan, a flex benefit plan, and generous vacation and sick leave.

TO APPLY: Please apply only by submitting a letter explaining your interest and experience, your resume, and a list of at least 3 professional references with email addresses and telephone numbers. For questions regarding the status of your application please contact Karen Custer, HR Assistant, at karen.custer@ilsi.net.

The position will remain open until filled. Preference may be given to early applicants.