



Baltimore County Department of Aging

Intern Job Description

Baltimore County has four Ombudsman offices, all of which accept interns. Three of the offices are field locations in a senior center; Ateaze (eastside office), Catonsville (westside office) and Parkville (north office). The Towson location is the main office where the manager is located.

All offices provided free and confidential advocacy to those who live in long-term care (LTC) settings such as nursing homes, assisted living facilities (ALF) and continuing care retirement communities (CCRC). There are approximately 230 licensed facilities in Baltimore County. Advocacy consists of visits to the LTC facilities to ensure that resident rights and quality of care are being implemented as mandated by the state of Maryland regulations (COMAR), as well as complaint resolution.

Ombudsmen work closely with Baltimore County Adult Protective Services (APS), the local police department, Legal Aid, regulators at the Office of Health Care Quality (OHCQ), and other governmental agencies as needed. Ombudsmen also provide education to facilities and support systems on aging and long-term care topics.

As an Ombudsman intern, you will be able to interact on a daily basis with residents of all ages and abilities, LTC facilities, LTC staff, and conduct program research for problem resolution. You will learn about the history and roles of the Ombudsman program, the aging process, communication, problem identification and problem solving. Interns may also have the opportunity to work on a special project regarding advocacy or marketing of the program.

Disciplines of Interns:

- School of Social Work
- Gerontology Program
- Human Services
- Health Administration

The Intern opportunities could include:

- Visits to licensed nursing homes, ALFs and/or CCRCs
- Work on a special project

Location: Offices in Towson, Parkville, Dundalk or Catonsville. Visits to nursing homes and/or assisted living facilities in the region close to the designated home office.

Dates of Service: Full-year Intern per school's internship requirement.

Time Commitment: Monday through Friday, 8:30 a.m. to 4:30 p.m. Hours are flexible to accommodate school's internship schedule.

Supervisor: Lynn McCamie, Ombudsman Program Manager

Summary of Position:

- Advocate, conduct friendly/advocacy visits and provide resource information to residents who live in nursing homes, ALFs, and CCRCs in Baltimore County
- Work on special projects or assist with creating activities to celebrate national events related to long-term care
- Conduct research, collect data and make journal entries of resident concerns, issues and complaints
- Compile weekly program notes and input program data into Ombudsmanager.
- Participate in supervision sessions twice a month
- Assist in the development of outreach materials
- Assist in the development of a quarterly newsletter
- Answer telephone and in-person requests for advocacy
- Follow up on messages left for program
- Communicate with long-term care network regarding resident issues

Qualifications and/or Skills Desired:

- Good listening and verbal skills
- Sound data collection skills
- Positive interaction and people skills
- Access to reliable transportation

Objectives of Internship:

- Learn the skills to advocate for residents' rights by consistently visiting one or more facilities as the primary representative of the Ombudsman Program.
- Assist staff with at least one educational events such as; resident rights, quality of care or trends in the LTC industry.
- Create and complete at least one aspect of an Ombudsman Special Projects such as sending letters to facilities, developing an activity for residents, and/or creating an event calendar.
- Participate in resident councils or family council meetings that occur during internship hours in the intern's facilities. This includes sharing information about the Ombudsman Program and resident rights, noting concerns about the facility and bringing these back to Ombudsman staff.

Expectations:

- Internship will be treated like a learning “job”.
- Report to work on time (advise both the main office and your regional program office to report lateness) – chronic lateness may result in loss of internship.
- Absences will be minimal (call both the main office and your regional program office to report that you will be absent and the reason for absence) – chronic absences may result in loss of internship.
- Facility visits conducted on most days that you are in the field.
- Attendance at staff meetings (if your field day falls on the day of a staff meeting) – you are expected to attend.
- Record keeping will be maintained in a timely manner – visit logs, time sheets (kept at your desk), Ombudsmanager database entries, weekly progress notes, etc.
- Proactive learning – Seek to learn as much as possible during your time with our program. Become familiar with long-term care and advocacy by reading articles, regulations and other written materials; attend seminars and trainings; any other avenue that you identify.
- Communicate with the regional staff person that you are assigned to – seek to meet with this person on a regular basis. The staff person is extremely busy – you are responsible for being proactive in communication and consultation with them.
- Communicate with others in the program whenever your regional staff person is not available (Program Manager, Field Supervisor, other staff).
- Ask questions.
- Take Notes!!