



**Pro Seniors, Inc.**  
**Director, Long-Term Care Ombudsman Program**  
www.proseniors.org

Pro Seniors seeks a dedicated professional to direct its Long-Term Care Ombudsman Program. This individual will lead a team of ten ombudsmen who advocate for people living in long-term care settings in Butler, Clermont, Clinton, Hamilton, and Warren Counties, working to resolve problems related to the health, safety, welfare, and rights of residents by:

- Demonstrating empathy to residents, who are often living with dementia and/or physical challenges,
- Educating residents on their rights as spelled out in the Ohio Revised Code,
- Empowering residents to speak up for excellence in their care,
- Problem-solving to find a solution for the resident's issue, and
- Negotiating a resolution, working in partnership with the key staff members of the nursing, assisted living or group home.

The Program Director will assure quality and continued certification of the ombudsman program, support the work of the ombudsman team, remove obstacles to job performance that arise during the performance of duties, and promote the interests of the State Long-Term Care Office, and Pro Seniors.

Successful candidates will have demonstrated leadership experience, people management skills, data analytics, and a history of achieving key performance indicators. The successful candidate will successfully complete 100 hours of ODA training and testing within six months of hiring.

**Job Type:** Full-Time

**Salary:** \$75,000 per year

**Benefits:** Pro Seniors offers an exceptional benefits package including health, dental vision, life and disability insurance, 401k, a cell phone stipend, and ongoing training and development opportunities.

**To Apply:** Submit your resume and cover letter to [dorlet@proseniors.org](mailto:dorlet@proseniors.org).

***Pro Seniors, Inc. is an Equal Opportunity Employer and places a high value on diversity in our workplace, including diversity in race, ethnicity, gender, sexual orientation, age, and physical ability. We strive to create an environment welcoming to all individuals.***