



**JOB POSTING**  
**Nursing Home Community Ombudsman Paralegal (2 available positions)**  
**Ombudsman Project Group**  
**(Internal and External)**

For over 50 years, Legal Aid Chicago has provided free civil legal assistance to people living in poverty in metropolitan Chicago. Each year our attorneys, volunteers, and staff help resolve civil legal problems, including domestic violence, consumer fraud, and unfair evictions, immigration, and workers' rights.

**Position:** Ombudsman Paralegals advocate for residents of long-term care facilities on a wide variety of issues, including care issues, involuntary discharges, and Medicaid issues.

**Responsibilities:**

- Visit assigned long-term care facilities in suburban Cook County and/or Lake County to educate residents, family members, facility staff and the public about residents' rights and investigate and resolve complaints [Due to Covid-19, Ombudsmen are not going inside facilities currently. For the moment, the position is largely working from home];
- Attend resident and family council meetings to advise on issues related to long-term care; organizes and develops family councils when necessary;
- Develop and maintains productive relationships with long-term care staff;
- Develop knowledge of relevant law and regulations including Medicaid, Medicare, and federal and state laws relating to long-term care;
- Complete all training as required by the Illinois Department on Aging;
- Assist in the recruitment, training, and retention of volunteer ombudsmen;
- Assist in promoting the Ombudsman Project throughout the service area;
- Perform intake, engage in fact gathering and advocacy;
- Represent clients at hearings before the Illinois Department of Human Services, Nursing Home Division in cases involving the denial or termination of Medicaid eligibility for long-term care residents; and
- Perform other duties reasonably related to Community Ombudsman job functions.

**Qualifications:** Applicants must have excellent oral and written skills, and a commitment to social justice. A college degree is required (except for current internal applicants as specified in the Collective Bargaining Agreement). A background in working with low-income populations, the elderly, or people with disabilities is helpful. Spanish fluency is a plus. Residence in Lake County or northern Cook County suburbs is a plus. Basic internet and computer skills are required, including familiarity with such programs as MS Word, Outlook, and Excel.

**Salary:** Commensurate with experience. Legal Aid Chicago offers a comprehensive benefits package, including low cost health plans, employer-provided group life and long-term disability insurance, fitness center access, and generous vacation and sick time.

**To Apply:** Send your cover letter, resume, and the contact information of two professional references to: [resume@legalaidchicago.org](mailto:resume@legalaidchicago.org). Please place "**Community Ombudsman Paralegal**" in the subject line of your e-mail. Be sure to reference in your cover letter if you reside in northern Cook County or Lake County. Applications will be reviewed on a rolling basis, and the position will remain open until filled.

*Legal Aid Chicago is firmly committed to creating a diverse workplace and is proud to provide equal employment opportunities to all applicants and therefore does not discriminate on the basis of creed, color, national origin, sex, gender identity, sexual orientation, age religion, marital or parental status, alienage, disability, political affiliation or belief, military or military discharge status, or ex-offender status. Applicants who have experiences with our client communities are encouraged to apply.*