



JOB ANNOUNCEMENT
Nursing Home Community Ombudsman Paralegal Position
(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. Legal Aid Chicago was founded on the philosophy that all individuals are entitled to quality civil legal representation, regardless of their income. We work to ensure that poverty is not an impediment to justice by dismantling the legal barriers that perpetuate inequality. Legal Aid Chicago staff live our mission through our core values of equity, excellence, inclusion, kindness, and respect.

Position: Ombudsman Paralegal for Suburban Cook County and/or Lake County. 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; and
- Attend resident and family council meetings to advise on issues related to long-term care; organizes and develops family councils when necessary;
- Develop and maintain 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 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: Bachelor's degree preferred. Applicants must have excellent oral and written skills, and a commitment to social justice. Experience working with the elderly or people with disabilities is helpful. The applicant's personal background, experience, or professional background should reflect an ability to work effectively in cross-cultural situations with



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clients, co-workers and the community we serve. Spanish fluency is a plus. Basic internet and computer skills are required, including familiarity with such programs as MS Word, Outlook, and Excel. Good organizational skills are essential. Previous experience with long-term care facilities is preferred. Applicant must have a car and a valid driver's license. Applicants are expected to make a minimum commitment of two years to working at Legal Aid Chicago.

Salary: Commensurate with experience. Legal Aid Chicago offers a comprehensive benefits package, including low-cost employer-paid health plan options, employer-provided group life and long-term disability insurance, fitness center access, generous paid time off, and much more.

To Apply: Send cover letter, resume, and the names and contact information of two professional references by **to: resume@legalaidchicago.org**. Be sure to write “**Community Ombudsman Paralegal**” in the subject line of your e-mail. This position will remain open until filled. No phone calls, please.

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.