



**Job Title: Resident Ambassador**

**Location: The Residences at Kenilworth Park, Washington, DC 20019**

**Department: Social Services**

**Reports to: Director of Social Services**

**Status: Non-Exempt, Full Time**

**Job Summary:**

The Resident Ambassador acts as a liaison between residents, families and providers, ensuring rights are upheld, care is understood, and needs are met. They provide emotional support, assist with navigation of assisted living clinical and housing systems, handle grievances through to ensure final resolution, and to facilitate communication. The key component is to ensure there is a clear understanding of the services provided for our partners and satisfaction in how they are delivered.

**Required Skills:**

- **Interpersonal & Empathy Skills:** Strong communication skills to support patients through emotional or complex situations.
- **Organization & Detail-Oriented:** Ability to manage records, appointments, and, in some cases, complex, long-term care plans.
- **Knowledge of Healthcare Systems:** Understanding of insurance, medical terminology, and hospital procedures.
- **Assertiveness:** Ability to advocate for the patient's best interests in a professional manner.
- **Education & Empowerment:** Empowering patients to take an active role in their health and understand their rights.
- **Conflict Resolution:** Working with community staff to resolve issues regarding patient care or rights.

**Required Qualifications:**

- Bachelor's degree or five (5) years experience in healthcare or related field
- Strong knowledge of medical terminology
- Ability to handle confidential information discreetly
- Proficiency in electronic health records (EHR) systems
- Familiarity with patient rights and healthcare regulations
- Ability to work independently and as part of a team
- Excellent verbal and written communication skills
- Comfortable working with diverse populations
- Proficiency in basic computer skills and office software

**Key responsibilities include:**

- **Complaint Investigation:** Identifying, investigating, and resolving complaints regarding resident care, abuse, or rights violations.
- **Advocacy & Education:** Educating residents, staff, and families about rights and empowering residents to self-advocate.
- **Facility Monitoring:** Conducting regular, scheduled and unannounced rounds of the community to monitor conditions and build rapport with residents.
- **Conflict Resolution:** Using mediation techniques to resolve disputes between residents and facility management.

- **Systems Change:** Advocating for changes to laws and regulations to improve long-term care at a systemic level.
- **Interdisciplinary communication:** Communicate with the department head team regarding building or resident specific areas for improvement
- **Regulatory compliance:** Interface and communicate with all regulatory bodies when required or needed

**Physical Demands:**

- Physically able to move at least 50 lbs. without assistance.
- Physically able to bend, reach, and work in small areas.
- Physically able to push and pull equipment and furnishings.

**Benefits:**

Full time position offers a competitive benefit program to include Medical, Dental, Vision, Health FSA, Dependent Care FSA, Short-Term Disability, Long Term Disability, Life Insurance, Home and Auto Discount program, Vendor Discount Program, 401(k) with matching contribution, Accrued Vacation, Sick, and Personal time and Paid Holiday Benefit. Employee referral bonus, and resident referral bonus.

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