



## Advocates for Conserved Elders Program

### **POSITION GOAL**

To be a FRIEND to a Conservatee residing in a residential care facility or skilled nursing home.

### **POSITION DESCRIPTION:**

The ACE Program Volunteer has five primary responsibilities:

1. To confidentially refer complaints to the ACE Program Manager, brought to his/her attention by or on behalf of the assigned conservatee resident of a long-term care facility and to make unannounced visits to their assigned conservatee in their long-term care facility.
2. To act as a mandated reporter, if she/he observes abuse involving their conservatee, residing in a long-term care facility.
3. To review the adequacy of care for seniors and dependent adults who are under court-ordered conservatorships and residing in residential care facilities and skilled nursing facilities in Los Angeles County.
4. To be a dedicated, consistent third-party advocate, with an interest in the total well-being of the conservatee, and to relate to the conservatee as a friend.

### **QUALIFICATIONS:** (Minimum age of 21 years.)

- ◆ A high school education or equivalent.
- ◆ Compassion for the elderly and dependent adults.
- ◆ Ability to communicate effectively and be sensitive to people with disabilities and from diverse backgrounds.
- ◆ Good problem-solving skills.
- ◆ Completion of the ACE training program, fingerprinting, and background clearance.
- ◆ Demonstrate professional and objective conduct consistent with the Program.
- ◆ Ability to submit timely written documentation related to a complaint, and to cooperatively follow recommendations of the ACE Program Manager
- ◆ Willingness to commit a minimum of **8 hours** per month to ACE Program services.
- ◆ Willingness and ability to travel to residential care facilities and skilled nursing homes in Los Angeles County/City.

## **DUTIES and RESPONSIBILITIES:**

- ◆ Demonstrate an understanding of the long-term care system and the rights and concerns of the elderly and dependent adults within that system.
- ◆ Effectively communicate resident's concerns and utilize appropriate investigation and problem-solving methods.
- ◆ Comply with on-going training requirements of not less than 12-hours of program training per year by attending in-service trainings and case review sessions.
- ◆ Conduct themselves in a professional manner consistent with program purpose and policies.
- ◆ Function cooperatively and pleasantly under staff supervision in the work environment.
- ◆ Carry out other duties as may be requested.
- ◆ Establish a respectful and professional relationship with the conservatee. Communicate with the conservatee to provide socialization and to diminish isolationism and loneliness.
- ◆ Identify activities that the conservatee would like to participate in and encourage them.
- ◆ Report any incident of abuse and neglect to the ACE Program Manager immediately or as soon as possible.
- ◆ Keep personal information about the conservatees confidential and ensure that reports are safely and securely maintained.
- ◆ Compile and report data to WISE & Healthy Aging as may be required to support the grant requirements.
- ◆ Commit to one year as an ACE volunteer.

## **SUPERVISION:**

- ◆ Directly responsible to ACE Program Manager as assigned, and to the Program Director as specific situation(s) require.

## **SALARY:**

No monetary payment. This is a volunteer assignment.

## **CONFLICT OF INTEREST POLICY:**

An ACE volunteer is a representative of WISE & Healthy Aging and the Los Angeles Superior Court, who has an important role as an advocate serving frail and vulnerable residents in long-term care facilities. Therefore, volunteers must have no perceived or actual conflicts of interest that would interfere with or threaten an ACE volunteer's ability to advocate on behalf of long-term care residents.

## **FINGERPRINTING & BACKGROUND CLEARANCE:**

Existing and prospective volunteers are required to be fingerprinted and to undergo background clearances prior to visiting a long-term care facility.

**BENEFITS:**

The satisfaction of working with people in need and promoting change that helps a person live their remaining years with dignity and respect. The opportunity for personal growth and heightened self-esteem through reaching out and offering assistance to another. Valuable knowledge regarding the rights of long-term care residents, the regulatory system, the aging network and services available to assist residents and their families.

Signature on this document indicates that the volunteer and program manager have discussed the essentials of this volunteer position and are in agreement that the duties indicated are those that are required.

\_\_\_\_\_  
Print Volunteer's Name

\_\_\_\_\_  
Print Program Manager's Name

\_\_\_\_\_  
Volunteer Signature, Date

\_\_\_\_\_  
Program Manager's Signature, Date

**Acceptance of Appointment and Disclaimer**

I herewith accept appointment as an ACE Volunteer. As part of my acceptance of this role, I pledge and vow that I will disclaim any interest or behest in the estate of any conservatee whom I am appointed to serve as an ACE Volunteer. I further vow and promise that I will not accept any gift or payment of any kind, other than mementos of a nominal value.

\_\_\_\_\_  
Volunteer Signature, Date

WISE & Healthy Aging  
1527 4<sup>th</sup> Street, 2<sup>nd</sup> Floor  
Santa Monica, Ca. 90401  
[www.wiseandhealthyaging.org](http://www.wiseandhealthyaging.org)  
(310) 394-9871 X 445  
FAX: (310) 395-0863