

## NATIONAL CONSUMER VOICE FOR QUALITY LONG-TERM CARE

### POSITION AVAILABLE

#### Policy and Program Specialist

The National Consumer Voice for Quality Long-Term Care (Consumer Voice) seeks a Policy and Program Specialist with at least three years of experience and a passion for consumer empowerment and justice for long-term care residents to join our team. The successful candidate will work to improve quality care and quality of life for residents through increased transparency and accountability of long-term care providers and promote policies that support the provision of person-centered care and empowers consumers.

Founded in 1975, Consumer Voice is the leading national voice representing consumers in issues related to long-term care. We work to empower consumers to advocate for themselves and are a primary source of information and tools for consumers, families, caregivers, advocates, Ombudsmen, and others. We also operate the National Long-Term Care Ombudsman Resource Center through a grant from the Administration for Community Living.

Consumer Voice staff work remotely across the country. This position can be based remotely from anywhere in the United States.

Consumer Voice is an Equal Opportunity Employer and is committed to hiring a diverse workforce and sustaining an inclusive culture. Consumer Voice does not discriminate on the basis of race, ethnicity, religion, sex, color, national origin, age, sexual orientation, gender identity or expression, mental or physical disability, or on any other basis prohibited by law.

Applications should be submitted by January 25<sup>th</sup> for first consideration, although applications will be accepted until the position is filled. Questions about the position can be directed to [info@theconsumervoice.org](mailto:info@theconsumervoice.org).

#### **Responsibilities:**

Work with the Director of Public Policy and team members to develop and enhance policies supporting transparency and accountability of long-term care providers, increased staffing requirements, and quality care for long-term care consumers. Support administrative and legislative advocacy in these areas.

Collect and analyze data; conduct research and write materials to support education and advocacy of policy and program priorities, including issue briefs, fact sheets, advocacy alerts, reports, and letters.

Carry out program work related to grant-funded initiatives including managing project work plans, advisory committees, reporting, and communications.

Work with other Consumer Voice team members to advance organizational objectives and our policy and advocacy agenda.

Some travel for meetings and conferences, approximately 2-4 times per year.

**Requirements:**

Applicable educational/professional background, such as a Master's degree, JD, or Bachelor's degree.

At least three years policy and advocacy experience related to long-term care and nursing homes.

Excellent communication skills, including the ability to write and communicate clearly and effectively.

**Desired:**

Familiarity with Excel or other spreadsheet programs.

Experience developing and delivering training for advocates or consumers.

Experience conducting federal or state-based policy analysis and advocating with legislative offices or administrative agencies.

Experience working collaboratively with others, working with coalition partners, building relationships.

Excellent organizational, planning, and time management skills.

**Compensation:**

Consumer Voice offers a competitive compensation and benefits package including health, dental, and life insurance; a 403(b) retirement savings plan; federal holidays, sick time, personal days, and vacation policy.

**To Apply:**

Please submit the following to [info@theconsumervoice.org](mailto:info@theconsumervoice.org), with your name and position you are seeking in the email subject line. Applications received by January 25, 2024 will receive first consideration.

- (1) Cover letter describing your interest in the position;
- (2) Resume;
- (3) Two writing samples: one sample that demonstrates the ability to write educational material that explains a policy or program, such as a fact sheet or resource guide; and one sample that demonstrates analysis of a policy or issue, such as an issue brief or comment on a rule or regulation;
- (4) Three professional references.

Please direct all questions to [info@theconsumervoice.org](mailto:info@theconsumervoice.org).