



Ombudsman Contractor Request for Qualifications

The Mid-America Regional Council's (MARC) Department of Aging and Adult Services is seeking contractual personnel to provide various tasks within our Regional Long Term Care Ombudsman Program, which provides advocacy support to individuals that reside in licensed facilities within the state of Missouri.

The department is the designated Area Agency on Aging for Cass, Clay, Jackson, Platte and Ray counties in Missouri. Ombudsman services will primarily take place in Jackson County but may expand into the other four counties within the agency's designated region.

Recruitment

- Seeking highly motivated, qualified individuals who work well independently.
- Ideal applicants are interested in providing access for advocacy for the residents in licensed facilities.
- Twenty hours per week must be completed on weekdays within the hours of 8am-5pm.
- Applicants must live in the Kansas City region and have reliable transportation to travel throughout the region.

Scope of Work

MARC's Aging and Adult Services provides a wide array of programs. This request for qualifications (RFQ) is specific for the Regional Long Term Care Ombudsman Program. The list of work responsibilities below is not exhaustive.

Ombudsman:

- Conduct routine visits quarterly
- Communicate with Ombudsman program manager regarding assigned buildings and participant needs.
- Conduct complaint visits as needed, following the guidelines in the Missouri LTC Ombudsman Policies and Procedures manual.

- Complete information and assistance for residents, families, facilities and community providers.
- Utilize web-based program to enter all documentation.
- Utilize Microsoft365 cloud-based platforms, such as SharePoint, for access to resources and information to support Ombudsman work.
- Work collaboratively with other entities that support the residents' requests for assistance which may include facilities, hospitals, physician offices and DHSS, including community resources if appropriate.
- Advocate on behalf of the individual for needed services or resources.

Required Qualifications

- Bachelor's degree in social work, or social services related field.
- Experience in working in inpatient or outpatient behavior health and mental health advocacy, including advocacy for individuals experiencing mental health crises or navigating behavioral health challenges.

Preferred Qualifications

- Five years of related work experience.
- Long-term care experience is a plus.
- Ease with rapport-building with older adults and individuals with disabilities.
- Comfortable with facility visits in all parts of the Kansas City region.
- Experience working with a diverse population.
- Experience working within an Electronic Medical Record (EMR).
- Experience working with cloud-based applications.
- Proficiency with Microsoft Office applications.
- Available to work at least 20 hours per week at a minimum.
- Availability for training during office hours of 9 a.m. – 5 p.m..
- Able to travel in personal vehicle throughout the five-county region.

Note for applicants: We are most interested in finding the best candidate for the job. If you think you have the skills for the job, we encourage you to apply, even if you do not meet every one of the listed qualifications.

Minimum Hours

MARC seeks contractors who can commit to a minimum of 20 hours per week. This opportunity is not suited to those who can only do sporadic or periodic work.

Equipment Required

The contractor will use and be responsible for MARC-issued equipment to complete the work as assigned in facilities, in the community or their own homes. The equipment includes the following:

- A laptop computer.
- A cellphone for making and receiving calls, using it as a portable hot-spot, and scanning documents with a scanner app.

Background Check

Contractors are required to pass a background check.

Training

Documentation, virtual classroom training and shadowing are required and will be provided.

Compensation

\$30/hour, 20 hours/week. The minimum of 20 hours/week may include:

- Initial training and shadowing (may exceed 20 hours/week for initial first couple of months)
- Required 18 hours of continuing education annually
 - *Note: Continuing education for the Ombudsman Program can be obtained virtually through state meetings and Consumer Voice.*
- Attendance at in-person meetings and educational sessions for volunteers twice a year
- Ombudsman work hours weekdays between hours of 8 a.m.-5 p.m.

NOTE: This is a 1099 contract position. Travel reimbursement and other office supplies (not listed above) are not provided by MARC; however, respondents are encouraged to explore potential deductions from federal tax liability with a tax professional.

Submittal Information

Please submit an application at the following link: <https://marc.jotform.com/221504256059048>

The following items should be addressed in your response:

- Name
- Address

- Phone number
- Email address
- Resume: provide current resume with education, certifications and work experience.
- Cover letter: provide additional information on background, including experience, education and skills necessary to perform the required work. Indicate specific credentials that make you well suited to meet MARC's requirements and confirm ability to meet the schedule requirements.

Questions

Questions may be submitted by email to Angela Barnes abarnes@MARC.ORG.

Performance Period:

Performance periods generally follow the State Fiscal Year (SFY), July 1 – June 30 of the subsequent year, and contracts are renewed annually thereafter. Due to the rolling nature of this RFQ, partial fiscal year contracts, or contracts that exceed a single fiscal year may be executed, but annual renewal after the initial performance period will apply.

Anticipated RFQ Process Schedule

Release of RFQ: August 2026

Deadline for Responses: Rolling responses are accepted until this opportunity is removed from postings

Begin Services: Rolling start dates

All agreements are subject to final approval by the MARC Board of Directors.

Engagement

This RFQ does not commit MARC to award a contract or to pay costs incurred in the preparation of a proposal in response to this request. MARC reserves the right to accept or reject any or all responses received because of this request, or to cancel any or all this RFQ, if it is considered in the best interest of MARC.

Affirmative Action Policy

MARC hereby notifies all respondents that it will affirmatively ensure that minorities and women will be afforded full opportunity to submit proposals in response to this request and will not be discriminated against on the grounds of race, color, national origin, sex, disability or veteran status in consideration of the contract award.

Confidentiality of Information Contained in the Responses

All proposals received by MARC are subject to the Missouri Sunshine Law and the U.S. Freedom of Information Act. To the extent possible, MARC will keep information contained in bid proposals/responses confidential. Respondents are required to identify those portions of their bid document that they consider proprietary. An entire bid document may not be protected. All proposals and supporting documents will remain confidential until a final contract has been drawn up.