🛫 *Fraud Fighting Roles in Senior Living Facilities*

Role / Job Title	Where They Work	What They Do (Plain Language)	Senior Living Example
Executive Director / Administrator	Senior living community	Sets policies to protect residents and makes sure staff follow fraud-prevention rules.	Approves rules that require staff to report suspected scams or financial abuse.
Business Office Manager	Senior living community	Watches resident billing, payments, and refunds for anything unusual.	Notices repeated wire transfer requests from a resident who seems confused.
Front Desk / Concierge Staff	Senior living community	Acts as the first line of defense by watching visitors, calls, and deliveries.	Stops a stranger who claims to be "from the bank" and asks for resident access.
Caregivers / Nursing Staff	Senior living community	Observe residents daily and notice changes in behavior, stress, or fear related to scams.	A resident suddenly becomes anxious after phone calls asking for money.
Social Worker / Resident Services Coordinator	Senior living community	Helps residents who may be emotionally manipulated or financially exploited.	Supports a resident caught in a romance scam and contacts outside help.
IT Manager / Technology Support	Senior living or contracted	Protects Wi-Fi, computers, kiosks, and shared devices from scams and hackers.	Blocks fake "virus warning" pop-ups on community computers.
Cybersecurity Specialist	Corporate or third-party	Monitors systems and blocks phishing emails and malicious websites.	Prevents scam emails pretending to be Medicare updates from reaching residents.

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Fraud Prevention Educator	Community partner / nonprofit	Teaches residents and staff how scams work and what warning signs look like.	Leads a monthly class on phone scams and fake prize offers.
Bank Fraud Prevention Specialist	Partner bank	Watches resident transactions and pauses suspicious withdrawals.	A bank delays a large transfer after noticing pressure tactics on a resident.
Compliance Officer	Corporate senior living	Makes sure the community follows laws protecting seniors from exploitation.	Ensures staff follow mandatory reporting rules for elder financial abuse.
Adult Protective Services (APS) Caseworker	Local government	Investigates reports of financial abuse or exploitation involving seniors.	Responds when a staff member reports possible misuse of a resident's money.
Law Enforcement Officer	Local, state, or federal	Investigates scams and financial crimes targeting residents.	Police investigate a fake contractor scamming multiple residents.
Prosecutor (Elder Fraud)	District or state office	Takes fraud cases to court to hold scammers accountable.	Prosecutes a caregiver stealing from multiple residents.
Telecom Fraud Specialist	Phone carrier	Blocks scam calls, robocalls, and fake texts.	Reduces repeated Social Security scam calls to the community.
Forensic Accountant	Law enforcement or private	Follows money trails to uncover hidden fraud.	Finds where stolen resident funds were secretly transferred.
Victim Support Specialist	Nonprofit or government	Helps residents recover emotionally and practically after scams.	Reassures a resident that the scam was not their fault and helps next steps.

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Community Outreach Coordinator	Senior living or nonprofit	Connects the community with banks, police, and fraud resources.	Organizes a fraud-prevention event with local police and a bank.
Family Member / Trusted Contact	Informal support	Watches for warning signs and helps residents make safe decisions.	A daughter questions a sudden request to send gift cards.

Why This Matters in Senior Living

Senior living communities are **high-trust environments**, which scammers know. Fraud prevention works best when:

- **Staff are trained**
- **Residents are educated**
- **Banks, families, and law enforcement are connected**
- **Technology and human observation work together**

No single role stops fraud alone—it's a **team defense**.

If you like this scam aid… go to www.MARC4U.org for additional copies.

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