

# OMBUDSMAN



## ***Certified Ombudsman Volunteer Position Description***

*Certified Ombudsmen* are resident advocates who identify, investigate and resolve complaints in order to protect the rights, dignity, and safety of residents of nursing homes, residential care facilities, adult care homes and assisted living facilities. Ombudsman volunteers are certified by the CA State Long-Term Care Ombudsman and report to the Ombudsman Coordinator of their assigned district.

### **Duties:**

- Visit with residents, identifying complaints and concerns. Investigate complaints.
- Monitor resident care, staffing and building condition.
- Work with facility staff to correct problems, using a continuum of problem resolution and advocacy skills.
- Report all apparent cases of abuse as required by program policy and procedure.
- Submit reports monthly.
- Maintain communication with the local Long-Term Care Ombudsman staff.
- Promote respect and rapport between residents, facility staff and Ombudsman program.
- Inform residents, families, and facility staff about resident rights.
- Maintain confidentiality as required by law.

### **Qualifications and Skills:**

- 21 years of age and pass a criminal background check.
- Strong observation, interpersonal communication and problem solving skills.
- Dependable and reliable.
- Adequate transportation to visit facilities.
- Must have access to email and computer for online training and reporting each month

### **Training Requirements:**

- Able to pass a background security clearance
- 36 hours of initial training including classroom, internet-based homework plus 10-hour internship shadowing experienced Ombudsman staff or volunteers.
- 12 hours of mandatory continuing education annually to maintain certification.

### **Time Commitment:**

- Flexible schedule that includes 5-15 hours per month, including facility visits, monthly volunteer support and continuing training meetings, and completing paperwork.
- Ombudsman volunteers are certified by the CA State LTC Ombudsman and are renewed annually.

### **Benefits:**

Improve the quality of care for residents in long-term care in your community.  
Make a personal, direct, immediate positive impact for others.  
Develop in-depth knowledge on navigating long-term care systems.  
Free training, support, and background check.  
Increase or develop public speaking, advocacy, and conflict resolution skills.