

Model Job Description: Certified Volunteer Ombudsman

JOB TITLE: Certified Volunteer Ombudsman

GENERAL DUTIES:

- Assist residents, families, and friends in identifying, investigating, and resolving complaints, problems, and issues of concern regarding the residents' health, safety, welfare, quality of life and rights in the nursing or assisted living facility.
- Seek out hard-to reach residents.
- Develop a constructive working relationship with the facility staff and other advocates.
- Negotiate resolutions within the facility whenever possible.
- Serve as a resource when assistance is sought in making an appropriate placement in a facility or alternate care setting.
- Participate in open hearings (if scheduled), surveys, resident group and exit interviews with DADS Long-Term Care Regulatory.
- Respect and protect the privacy and confidentiality of residents.
- Be sensitive to the residents' social and emotional needs.
- Support the development of and consultation to family and resident councils.
- Provide information to the regional ombudsman regarding problems in nursing or assisted living facilities.
- Discuss concerns, problems, and questions involving the nursing or assisted living facility with the Regional Ombudsman.

SPECIFIC ACTIVITIES:

- Identify, investigate and resolve complaints from residents, families and friends, consistent with guidance from the Regional Ombudsman.
- Visit assigned nursing or assisted living facilities two hours per week on the average.
- Get to know and maintain rapport with the residents and families.
- Practice effective communication techniques with residents.
- Comply with lines of communication and supervision.

- Provide appropriate feedback to facility staff in accordance with concurrence of the Regional Ombudsman.
- Provide in-service training to facility staff as appropriate and in concurrence with the Regional Ombudsman.
- Submit monthly reports to the Regional Ombudsman.
- Attend training provided by the Regional Ombudsman.

TRAINING:

Training will be provided by the Regional Ombudsman and will consist of advocacy skills and all other areas relevant to the role of the certified ombudsman.

CONFIDENTIALITY:

All information on nursing facility complainants and/or residents that is obtained in the course of ombudsman duties will be treated as confidential and will not be shared with anyone outside the ombudsman program without consent. Violation of confidentiality procedures will be grounds for dismissal from the program. The complainant and/or the resident of a long-term care facility has the right to remain anonymous throughout the complaint investigation.

SUPERVISION: Supervision will be provided by the Regional Ombudsman.

QUALIFICATIONS:

- Ability to view the resident as the primary client.
- Dedication to the Ombudsman Program.
- Ability to work independently and as a team member, and to know when to ask for assistance.
- A sense of diplomacy, while being objective and unbiased.
- Ability to analyze the facts of a situation coolly and unemotionally.
- Qualities of intelligence, patience, persistence and good will.
- Ability to keep in mind that you are advocate for the resident and at the same time support the sincere efforts of the facilities who wish to provide high quality of care.
- Knowledge of other sources of advocacy assistance in other agencies and organizations.