

Ombudsman Representative Friendly Visitor Job Description

The Ombudsman Representative is the pivotal person in the Ombudsman Program. An Ombudsman Representative must have skills in communication, empathy, and good judgment. Ombudsman Representatives report directly to the Community Long-Term Care Ombudsman. This volunteer position requires assigned visitation to long-term care facilities in order to build relationships with residents and to provide an independent presence of the Long-Term Care Ombudsman Program in each facility.

Specific duties include:

- Completion of initial training course and on-site monitoring visits
- Visit assigned facilities on a regular but unannounced schedule
- Report any complaints or problems received or observed to the Long-Term Care Ombudsman immediately after visit to the facility
- Ask for technical assistance when unsure of how to proceed
- Ask the Community Long-Term Care Ombudsman to make collateral contacts with other government agencies including licensing divisions
- Maintain cooperative relationships with Long-Term Care Facility staff and resident families
- Assist residents and families with information regarding residents' rights and other Area Agency on Aging services
- Complete all required paperwork accurately and on time
- Participate in on-going training opportunities

Community LTC Ombudsman

Ombudsman Representative

Date Signed

Date Signed