

## **Ombudsman Representative Pen Pal 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 designated pen pal assignments 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
- Written correspondence from pen pal to resident at least once monthly
- Report any complaints or problems to the Long Term Care Ombudsman immediately
- Ask for technical assistance when unsure of how to proceed
- Assist residents 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

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Community LTC Ombudsman

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Ombudsman Representative

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Date Signed

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Date Signed