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**Volunteer Position Description**

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

**Duties:**

• Visit with residents and work to identify complaints and concerns.

• Monitor resident care, staffing and building conditions.

• Investigate complaints.

• Work with facility staff to correct problems, using a continuum of problem resolution and

advocacy skills.

• Report all apparent cases of abuse to the regional Program Coordinator and Long-Term Care Ombudsman Program (LTCOP) State Office as required by program policy and procedure.

• Submit required documentation at least monthly.

• Maintain ongoing communication with regional program staff.

• Promote respect and rapport between residents, facility staff and Ombudsman program.

• Inform and educate residents, families, and facility staff about resident rights.

• Maintain confidentiality as required by law.

**Qualifications and Skills:**

• 18 years of age or older and must pass a background check.

• Strong observation, communication, and problem- solving skills.

• Dependable and reliable.

• Adequate transportation to visit facilities.

**Training:**

• 36 hours of initial certification training including classroom, homework, and facility visits.

• 18 hours of continuing education annually to maintain certification.

**Time Commitment:**

• Minimum of 10 hours per month, including facility visits, monthly training meetings, and completing paperwork.

• Nursing homes, adult care facilities, and assisted living facilities are visited weekly.

**Benefits:**

• Improve the quality of care for residents in long-term care in your community.

• Ability to make a personal, direct, immediate positive impact for others.

• Develop knowledge and expertise on navigating long-term care systems.

• Free training, support from regional program staff.

• Gain valuable work or career experience.

• Increase or develop public speaking, advocacy, and conflict resolution skills.

• Annual recognition and training events, monthly continuing education opportunities.