LONG-TERM CARE OMBUDSMAN VOLUNTEER
Job Description

MINIMUM QUALIFICATIONS
• Compassion for older people, and a commitment to work in a long-term care environment.
• Must pass a background check after the training.
• Ability to record in written form, all necessary information about a complaint.
• Possession of a valid California drivers license, and access to a fully insured vehicle
• May not have been employed by a long-term care facility for at least one year
• May not have a financial interest in a long-term care facility

RESPONSIBILITIES
• Complete 36 hours of a mix of online and classroom training as well as an interactive 15 hour internship with Ombudsman coordinator, or designee.
• Visit assigned facilities on a regular basis for the purpose of hearing, investigating and resolving complaints made by or on behalf of residents of long-term care facilities.
• Honor and commit to complete confidentiality in regards to residents, cases, and facilities.
• Act as an advocate for the “expressed wish” of the long-term care resident.
• Provide at least 10-15 hours a month of time.
• Attend the monthly Volunteer trainings (meetings) 2 hours of each month to fulfill on-going training requirements.
• Maintain accurate case notes and submit facility reports each month.
• Provide Ombudsman services in a manner consistent with federal and state requirements, as well as local program policies and procedures.
• Strictly observe the regulations regarding known or observed physical abuse of any resident in a long-term care facility.

HOURS & COMMITMENT
• A minimum of 10-15 hours per month.
• This is a volunteer position. Travel costs are reimbursed according to local program policies.
• A minimum of one year commitment to the program is required, as long as the volunteer is willing to commit to the needs of the program, maintains up to date training, and meets the contract agreement. (Many volunteers provide service for years multiple years!)

BENEFITS
• The satisfaction of working with people in need and promoting change that helps a person live out their remaining years in dignity and with respect.
• Valuable knowledge about the rights of long-term care residents, the regulatory system and services available to help residents and families.
• Making a difference in the lives of aging residents and your community.

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