

Ombudsman and Volunteer Coordinator: Finding a balance

The National Ombudsman Resource Center
NCCNHR: The National Consumer Voice for Quality Long-term Care
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Goals of this presentation

1. Present strategies for managing multiple responsibilities.
2. Identify ways to prioritize activities and set goals.
3. Listen to ways other Ombudsman are balancing their responsibilities.

Ombudsman Responsibilities

- Investigate complaint
- Resolve complaints
- Presentations to Residents, Families and Staff
- Provide information and referral
- Visit Residents and facilities
- Provide education about Residents Rights
- Advocacy

Volunteer Coordinator

- Recruitment
- Training
- Educate facilities on the role of volunteers
- Retention
- On-going training
- Supervision
- Mediation and complaint resolution

20 Tips for Time Management

- Based on the following books:
 - Time Management from the Inside Out by Julie Morgenstern
 - Managing Priorities and Deadlines by Marcia Dennis

Start your day with a plan

- Take 15 minutes each day to set goals
- Write these goals down
- Estimate how much time each task will take and build in a cushion in case emergencies come up.
- List goals in order of importance
- Check off each goal as you accomplish it.

Prioritize you goals

- Put deadlines on tasks, projects and goals.
- Parkinson's Law "Work expands so as to fill the time available for it's completion"
- Keep a "tickler file" for reoccurring responsibilities.
- Use your Outlook or other software to remind you of important tasks.

Organization

- What is your work style?
 - Neat clean office? Messy office?
 - What desk set up works best for you?
 - What items do you use frequently?

Personal Organizers

- Visual or Tactile person
 - Paper system
- Linear or digital person
 - Electronic

Prioritize People

- Limit access to yourself
 - Use do not disturb on phone
 - Set phone hours
 - Put a busy sign on your door
- Set limits on people who take a lot of your time

Additional Tips

- Do one thing at a time
- Do the most important thing first thing in the morning.
- Keep a list of low energy jobs to do at the end of the day.
- Always leave a list of projects to work on tomorrow.

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