

NORTHERN VIRGINIA LONG-TERM CARE OMBUDSMAN PROGRAM

POSITION TITLE: Volunteer Ombudsman Mentor

TIME COMMITMENT: Daytime hours, flexible and varying

QUALIFICATIONS

The Volunteer Ombudsman Mentor must:

- Have a minimum of three (3) years' experience as Volunteer Ombudsman with the Northern Virginia Long-Term Care Ombudsman Program.
- Possess a thorough understanding and knowledge of the Residents' Bill of Rights.
- Have demonstrated the ability to be objective and non-judgmental.
- Have demonstrated effective interpersonal and communication skills.
- Have the ability to get from place to place.
- Not be employed by a long-term care facility.
- Have no financial interest in a long-term care facility.
- Have demonstrated adherence to all other parameters, policies and procedures of the Volunteer Ombudsman position.

RESPONSIBILITIES

The Volunteer Ombudsman Mentor will serve as a peer advisor for individual active Volunteer Ombudsmen, helping them to meet the challenges of their duties in the program.

- 1) Consult with a Volunteer Ombudsman by telephone from one's home or the Ombudsman Program office.
- 2) Spend time with the Volunteer Ombudsman at the volunteer's assigned facility.
- 3) Provide assistance on an as-requested or as-needed basis.
- 4) Respect the Volunteer Ombudsman's responsibility to be the resident advocate at their assigned facility.
- 5) Respect the privacy of the individual Volunteer Ombudsmen, discussing their work only with the Ombudsman staff.
- 6) Work closely with the Coordinator of Volunteers and other Ombudsman Program staff to develop a strong sense of teamwork and mutual support.

- 7) Maintain written records of contact with Volunteer Ombudsmen. Submit a monthly summary of activity to the Coordinator of Volunteers.

TRAINING AND SUPERVISION

- Attendance at regular in-service training programs is expected. This is an opportunity to meet and share with other volunteer ombudsmen, and to enhance skills and knowledge.
- Ongoing supervision and support will be provided primarily by the Coordinator of Volunteers, but also by other Ombudsman staff.
- The Ombudsman Program reserves the right to ask a volunteer to resign for any of the following reasons: breach of confidentiality, adversarial approach, or failure to follow program guidelines.

I understand the guidelines above and agree to abide by them.

(Volunteer Signature)

(Date)

4/2003