

## **OMBUDSMAN INTERVIEW QUESTIONS**

1. Tell us a little about yourself and your background and how you learned about the Ombudsman program.
2. Out of all the volunteer choices, tell me why you are interested in this program.
3. What kind of experiences have you had with long-term care facilities? What do you think would the major issues are?
4. Currently, the number one complaint in long-term care is neglect. What are your thoughts?
5. You'll learn more about how to handle investigations in training, but given what you know now, how would you handle a problem you came across in a facility? For example, cold food?
6. How would you handle ongoing problems? For instance, tell us what you would do if you regularly found residents were not having the call lights answered in a timely way.
7. As an ombudsman, you will be an advocate and a critical part of your role will be to convince the staff of your facility to make changes in the way they operate in order to better serve the resident. What do you think is the most effective way to accomplish this?
8. There are times when the staff members are not pleased to hear what ombudsman have to say. What will be your approach when working with someone who is unhappy with you?
9. Could you tell us about an experience you've had and your ability to work with difficult people.
10. Tell us how you define an advocate.
11. As an ombudsman, there will be times when it's you and the resident standing alone. You'll be right, but the facility staff, maybe the resident's family, maybe the local senior services unit all think you are wrong. Describe an experience where you have withstood group pressure for a cause.
12. Do you have any knowledge or expertise about senior legal issues?
13. What is your experience dealing with Medicare part D, Medicaid, or any other social service programs?
14. In past work or volunteer experience, have you had to learn complex material?
15. There are some expectations of Certified Ombudsman volunteers:
  - a. Will you be able to fulfill the monthly time commitment of sixteen hours a month?
  - b. Do you have transportation to fulfill your duties as a volunteer?
  - c. Do you understand that your name and phone number will be listed on the ombudsman poster in each of your assigned facilities?
  - d. Serving as an ombudsman has some physical demands – nursing homes can be large and the halls can be long. You might need to bend down to get to a level that's comfortable for residents to speak to you. Will you be able to meet these demands?
  - e. Are you willing to make a commitment to serve at least one year?
  - f. All ombudsmen must submit a report either online or paper forms monthly. Will you be able to do this?
  - g. Are you able to attend the certification training (dates here)?
  - h. Will you be able to participate in continuing education sessions and support groups?
  - i. Have you reviewed the conflict of interest policy?
  - j. Can you provide photo ID?
  - k. Have you worked in a long-term care facility the past two years?
    - i. Is a member of your family employed by a long-term care facility?
    - ii. Do you or a member of your family derive any income from long term care facilities?
    - iii. Does Senior and Disabled Services division or an Area agency on aging, type B currently employ you?
    - iv. Do you have a financial interest in a long term care facility?

**CERTIFIED OMBUDSMAN APPLICANT EVALUATION**

Applicant: \_\_\_\_\_

Interviewer: \_\_\_\_\_

**Directions:**

After completing interview, and applicant has left, complete this form, assigning a score for each quality. Work independently; do not compare scores until later. After scoring all qualities, add up all the points to determine your total score for this applicant. When all interviewers have completed their scoring, compare your ratings with the other interviewers, and discuss the differences. Compute the average of all the interviewers. Totals. Include all forms when you send the application to central office.

***Score from zero to five, with five the best possible score.***

**Communication skills**

articulate, clear communicator	_____
strong listening skills	_____
will be firm, but fair	_____
professional style	_____

**Problem-solving skills**

would start investigation by gathering facts	_____
would start problem solving at appropriate level	_____
would stick with process until problem solved	_____

**Advocacy strengths**

understands role of ombudsman	_____
demonstrates concern for elderly	_____
demonstrates respect for elderly	_____
understands flaws of long term care system	_____

**Learning skills**

demonstrates interest in learning new skills	_____
able to learn complex material	_____

**Basic expectations**

able to fulfill basic job requirements	_____
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**Total this interviewer**

**Average all interviewers**

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\_\_\_\_\_

