

Salt Lake County Aging Services
Ombudsman Volunteer Program

POSITION DESCRIPTION

Title: Certified Ombudsman Volunteer
Department: Aging Services

Supervisor: Volunteer Coordinator
Date Written: July 1, 1999

Position Summary:

The Ombudsman Volunteer works with residents and staff of long term care facilities. Assists in receiving, investigating and resolving complaints in these facilities and advocating for quality of life and quality of care rights of the residents. Provides information about the ombudsman program to residents, family members, and the community at large.

Qualifications:

Ability to develop a strong sense of trust and rapport with both residents and facility staff in difficult situations; ability to be caring and sensitive to the residents; excellent listening skills; ability to be objective; ability to assess situations, define problems, collect data, establish facts, and draw valid conclusions; ability to analyze problems and develop objective suggestions for resolving them.

Transportation:

Must have reliable transportation.

Educational Requirements:

Must complete the AAA Ombudsman Certification Training, and earn certification through the State of Utah as a Long-Term Care Ombudsman.

Supervision:

The AAA Ombudsman staff will on a consistent basis provide supervision of the volunteer Ombudsman activities.

Salt Lake County Aging Services
Ombudsman Volunteer Program

Essential Position Functions		Ombudsman Volunteer Staff			
RESPONSIBILITY	STANDARD	E	M	I	U
1.0 Conducts visits to long term care facilities.	1.1 Visits facilities as assigned 1.2 Meets with resident(s) to discuss complaints and observe conditions 1.3 Works with resident(s) and facilities to attempt to resolve problems 1.4 Inform residents of their rights 1.5 Makes referrals to other agencies when appropriate 1.6 Attends resident and family councils at least quarterly 1.7 Meet with facility staff and family members as needed				
2.0 Cooperates with the Aging Services Staff	2.1 Completes paperwork and other written reports in a timely manner 2.2 Consults a staff Ombudsman when uncertain on any issues 2.3 Reports complaints and concerns to a staff Ombudsman 2.4 Attends case staffing monthly 2.5 Maintains confidentiality 2.6 Reliability when assignment accepted				
3.0 Participates in training	3.1 Completes Ombudsman certification training 3.2 Completes 24 hours of additional training annually to maintain certification 3.3 Maintains Ombudsman Certification				
4.0 Promotes the Ombudsman program in a positive manner to residents, families, facilities, co-workers, and the community.	4.1 Follows the department dress code 4.2 Interacts in a professional manner				

I have read the above position description and duties as listed. I understand the requirements and agree to accept and carry out these responsibilities and other duties as assigned, within established physical and mental demands. Measurement criteria are established to give the supervisor guidance in completing the performance appraisal and providing the volunteer with our standard for performance. I understand and acknowledge that this description does not limit the Program's right to discipline or terminate my volunteer services at any time for failure to perform satisfactorily.

Volunteer Signature

Date

Ombudsman Volunteer Coordinator Signature

Date