

Salt Lake County Aging Services  
Ombudsman Volunteer Program

**POSITION DESCRIPTION**

Title: Quality Issues Specialist Volunteer

Supervisor: Volunteer  
Coordinator

Department: Aging Services

Date Written: November 24, 2003

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**Position Summary:**

The Quality Issues Specialist (QIS) Volunteer works with residents and staff of long term care facilities (nursing homes and assisted living facilities) to assure residents receive a high quality of life and care. QIS volunteer staff assist in receiving complaints in these facilities and visiting the residents. They provide information about the ombudsman program to residents, family members, and the community at large. The resident is the primary focus along with assuring their rights are protected.

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**Qualifications:**

Ability to develop a strong sense of trust and rapport with residents in sometimes difficult situations; ability to be caring and sensitive to the residents; excellent listening skills; ability to be objective and to set and maintain clear professional boundaries.

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**Transportation:**

Must have reliable transportation.

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**Educational Requirements:**

Must complete the AAA Quality Issues Specialist Volunteer Training or the AAA Ombudsman Certification Volunteer Training.

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**Supervision:**

The AAA Ombudsman staff will provide supervision of the Quality Issues Specialist Volunteer.

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Essential Position Functions	QIS Ombudsman Volunteer Staff				
RESPONSIBILITY	STANDARD	E	M	I	U
1.0 Conducts visits to long term care facilities.	1.1 Maintains the ability to focalize the resident as their primary focus. 1.2 Visits facilities as assigned 1.3 Meets with resident(s) to develop rapport, discuss complaints and observe conditions. 1.4 Observes facility conditions, staff interactions with residents, and general care being provided to residents. 1.5 Inform residents of their rights. 1.6 Contacts Ombudsman office staff to have new cases opened.				
2.0 Cooperates with the Salt Lake County Aging Services Ombudsman Program staff.	2.1 Completes paperwork and other written reports in a timely manner 2.2 Consults a Ombudsman staff member when uncertain on any issue. 2.3 Reports complaints and concerns to Ombudsman office staff. 2.5 Maintains confidentiality. 2.6 Accepts assignments with reliability.				
3.0 Participates in training	3.1 Completes QIS Ombudsman training or Ombudsman Certification training. 3.2 Attends appropriate meetings and on-going training and in-service. 3.3 Completes 12 hours of on-going training annually through attending RoundTables.				
4.0 Promotes the Ombudsman program in a positive manner to residents, families, facilities, co-workers, and the community.	4.1 Dresses in an appropriate and professional manner. 4.2 Interacts in a professional manner.				

I have read the above position description and duties as listed. I understand the position 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 job description does not limit the employer's right to discipline or terminate my volunteer position at any time for failure to perform satisfactorily.

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Volunteer Staff Signature

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Date

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Ombudsman Volunteer Coordinator Signature

\_\_\_\_\_  
Date