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