

CATHOLIC CHARITIES
VOLUNTEER OMBUDSMAN JOB DESCRIPTION

A Volunteer Ombudsman must be committed to the respect and dignity of residents of long-term care. A Volunteer Ombudsman must be trained in the rights of residents of long-term care and how to protect, promote and advocate for resident's rights. A Volunteer Ombudsman must have skills in communication, problem solving, empathy and good judgment.

A Volunteer Ombudsman plays a vital role in the Ombudsman Program and the pursuit of improvements in the quality of life in long-term care. Volunteer work is valued and will be fully supported by the Ombudsman Program. Volunteer efforts will change the lives of residents in long-term care and impact communities. Volunteers are required to visit residents in a long-term care facility a minimum of two hours per month; weekly visits are preferred..

Specific duties include:

- Completion of a Level 1 Training course established by the Office of the State of Illinois Long Term Care Ombudsman
- Completion of 4 hours of mentoring with a Level II Ombudsman in long-term care facilities
- Completion of Level II training course established by the Office of State Long Term Care Ombudsman with required time frame
- Visit assigned facilities on a regular but unannounced schedule.
- Attend quarterly in-service training per year (a total of 6 hours per year).
- Respond to referrals from the office.
- Report any serious problems immediately to the Regional Ombudsman office, Call 1-800-369-0895.
- Ask for assistance when unsure of how to proceed.
- Complete all required paperwork accurately and on time.
- Assist residents and families with information and support.
- Attend Resident Council meetings as needed.
- Encourage Family Councils.