

Catholic Charities – Diocese of Rockford Volunteer LTC Ombudsman 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 Comprehensive Training course established by the Office of the State of Illinois Long-Term Care Ombudsman**
- **Completion of 10 hours of mentoring with a Level 2 Ombudsman in long-term care facilities**
- **Completion of Level 2 training course established by the Office of the State of Illinois Long-Term Care Ombudsman within the required time frame**
- **Visit assigned facilities on a regular but unannounced schedule**
- **Attend quarterly In-Service trainings and continuing education requirement of 18 hours per program year following certification**
- **Respond to referrals from the office**
- **Report any serious problems immediately to the Regional Ombudsman office,**
 - **call 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**