



LONG TERM CARE OMBUDSMAN VOLUNTEER JOB DESCRIPTION

DUTIES

Complete the state certification training of not less than 36 hours and also complete at least 12 hours of continuous education per year.

Be present at assigned facilities on a regular basis for the purpose of hearing, investigating and resolving complaints made by or on behalf of residents in long-term care facilities.

Attend monthly case-management meetings.

Keep records, as required, and make reports in the manner specified by the Ombudsman Program Coordinator.

Provide Ombudsman services in a manner consistent with the federal and state requirements as well as the local program policy and procedures.

QUALIFICATIONS

Ability to work with older people; possess a concern about the problems of individuals residing in long-term care facilities.

Ability to work impartially on matters related to complaints and long-term care; ability to document all necessary information related to a complaint on appropriate forms.

Ability to work as a volunteer and with other volunteers in the spirit of team comrade.

Ability and willingness to follow policy and procedure from the Ombudsman Program Coordinator and Regional Ombudsman.

Ability and willingness to travel within county and possess a valid California driver's license with minimum statutory required insurance or have transportation available, on call.

Ability to receive a background and fingerprint clearance with both the DOJ and FBI.

Ability to use the internet and email with attachments.

HOURS

Contribute more than 20 hours per month. Due to the need to discuss issues with facility administrators, other supervisory staff, and support agencies, this volunteer services does not lend itself well to those employed full time. Leave of absences are available.

EXPENSE REIMBURSEMENT

Mileage reimbursement is available. Postage and long-distance telephone also reimbursed, with support documentation.