

Ombudsman Associate Level II

Title: Volunteer Ombudsman

Regional Long Term-Care Ombudsman Program (RLTCOP)

It is the mission of the Regional Long Term-Care Ombudsman Program (RLTCOP) to protect the rights of consumers of long-term care services, and to enhance their quality of life of through advocacy and problem resolution.

Service District: PSA 7—Includes the following ten Ohio counties:

Adams	Gallia	Jackson	Pike	Scioto
Brown	Highland	Lawrence	Ross	Vinton

Duties: Ombudsman Volunteers work to resolve uncomplicated complaints about services, and advocate for, and provide information about, the rights and benefits of nursing home residents. In the performance of their duties, Ombudsman Volunteers:

- Visit assigned nursing homes on a regular basis.
- Observe the state and condition of visited facilities.
- Provide information about the Ombudsman Program and resident rights to residents, family members and legal representatives, as well as to long-term care facility staff.
- Provide information to the public about the Ombudsman Program and resident rights.
- Identify problems and perform intake for all types of complaints.
- Attempt to resolve simple, uncomplicated complaints.
- Assist in handling complex complaint resolution, and perform follow-up activities on complaints under the supervision of, and as requested by, paid Ombudsman staff.
- Provide written reports of activities to the Volunteer Coordinator, or Program Director, on a regular basis.
- Provide public presentations when invited by, and with the approval of, the Volunteer Coordinator, or Program Director.

Qualifications: A person wishing to serve as an Ombudsman Volunteer:

- Must be eighteen years of age or older.
- Must be reliable and dependable.
- Must have the ability to be discreet and diplomatic.
- Must be able to maintain strict standards of confidentiality.
- Shall not have an unremedied conflict of interest.
- Shall not have been convicted of a crime of violence or trust, and must submit to a criminal background check.

Requirements: To achieve and maintain certification the Ombudsman Volunteer:

- Shall complete the initial certification training.
- Must complete 6 hours of approved Continuing Education annually.
- Shall visit assigned nursing homes on a weekly basis, and submit completed reporting documents to the RLTCOP Volunteer Coordinator, or Program Director, on a monthly basis.
- Shall respect and maintain the confidentiality of their relationships with residents and sponsors.

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