

**LONG-TERM CARE OMBUDSMAN PROGRAM  
VOLUNTEER OMBUDSMAN REPRESENTATIVE (VOR)  
JOB DESCRIPTION**

Job Title: Volunteer Ombudsman Representative (VOR)

Objectives: To enhance the quality of life of long-term care residents through serving as a linkage between residents, staff, families, communities, and others; and working with the district ombudsman to resolve residents' complaints.

Roles: Most VORs are assigned to visit a designated facility on a regular basis. A lesser number may have specific assignments within the program, which do not include regular facility visitation.

Duties – VORs with facility assignments: The visit to residents is the focal point of activity for these VORs. Some report needs and concerns to the facility administrator or staff, to the district ombudsman or to both. Others take a more active role in investigating specific allegations, negotiating settlements within the facility, or requesting outside assistance in consultation with the district ombudsman.

Duties include, but are not limited to, the tasks listed below:

1. Visit designated long-term care facility regularly to establish relationships with residents, families and staff.
2. Interact with residents, families and staff to help in their understanding of the ombudsman program function.
3. Assist residents to communicate problems and complaints.
4. Assess resident problems and complaints and seek resolutions when appropriate.
5. Consult with district ombudsman, as agreed upon, regarding appropriate action.
6. Act as district ombudsman designee in case follow-up or other agreed upon tasks.
7. Keep and submit to ombudsman up-to-date records of all visits, identified problems and actions taken, on forms provided.
8. Identify and report to the district ombudsman any issue(s) that may affect the health, safety, welfare, and rights of residents(s).

Duties – VORs within the program who are not involved in facility visitation: These VORs accept specific assignments from the district ombudsman which may include office work, fund raising, public relations and other projects.

Qualifications:

1. Human interaction skills including:
  - a. Basic sensitivity toward and interest in listening to people
  - b. Ability to express feelings and thoughts (listening, speaking and writing)
  - c. Patience and perseverance – be able to stay with a problem until it is explained or resolved.
  - d. Tact and diplomacy in working with staff, residents and families.

- e. Positive approach directed toward building trust in relationships rather than a threatening, intimidating approach.
  - f. Good sense of humor that helps to avoid taking things personally.
  - g. Respect for resident's right to self-determination; be able to avoid imposing one's own values when helping the resident make decisions.
2. Ability to understand and maintain confidentiality
  3. Attitude of fairness and willingness to hear all sides to analyze situations objectively.
  4. Ability to work independently within program guidelines and willingness to accept and utilize supervision.
  5. Reliability, remembering that those who rely on the ombudsman contact and follow through must not be disappointed.

Training:

1. Thirty-six (36) hours of initial certification training including classroom, self-study and field training
2. Introductory visit to assigned facility accompanied by district ombudsman or designee
3. Orientation visits to assigned facility – after initial visit accompanied by district ombudsman, VOR will make regularly scheduled visits for purpose of getting acquainted and building relationships with residents, families, and facility staff
4. Regular, ongoing training
5. Continuing on-the-job training with the district ombudsman