



## **VOLUNTEER LONG-TERM CARE OMBUDSMAN JOB DESCRIPTION**

*“Long-Term Care Ombudsmen advocate for residents in Long-Term Care facilities to preserve their rights and ensure quality of care.”*

### **SKILLS & QUALIFICATIONS NEEDED:**

- **Good communication and listening skills.**
- **Ability to advocate in a professional and diplomatic manner.**
- **Sensitivity to elders and individuals with disabilities.**
- **Compassionate.**
- **Positive attitude.**
- **Fair, open-minded, and non-judgmental.**
- **Reliability & perseverance in problem resolution.**
- **Willingness to write good documentation.**
- **Respect for confidentiality.**
- **Diverse career and social backgrounds a plus!!**

### **TIME COMMITMENT:**

- **We ask volunteers to commit three hours per week (which includes travel time and written documentation). This may be done at a time of your choice, including evenings and weekends. (This may be broken into blocks of time that work into your schedule).**
- **Regularly scheduled ongoing in-service education/training.**
- **A one-year commitment is requested.**

## **DUTIES & RESPONSIBILITIES:**

- Visit assigned facility regularly and establish a relationship with residents.
- Advocate for residents' rights to quality care and quality of life, dignity, and autonomy.
- Receive and work to resolve complaints.
- Educate residents, facility staff and the public about issues of concern to long-term care facility residents.
- Maintain a professional relationship with residents' families and facility staff.
- Work cooperatively with the Department of Health (licensing agency), Adult Protective Services, and the Regional and State Ombudsman to make appropriate referrals.
- Maintain accurate records and submit reports in a timely fashion.
- Keep information obtained about residents confidential.
- Follow the provisions of the New Mexico Long-Term Care Ombudsman Act.

## **TRAINING:**

- Initial training includes 1:1 field instruction and classroom training (approximately 20 hours)
- Ongoing support from a Regional Ombudsman and monthly in-service trainings to develop skills and knowledge about long-term care and advocacy (minimum of 18-hours)
- Volunteers are eligible for re-certification on an annual basis.



The Ombudsman Program is a division of New Mexico's Aging & Long-Term Services Department. **To learn more, please contact us:**

**1-866-451-2901**

**<http://www.nmaging.state.nm.us/omb-volunteering.aspx>**