

## **LONG TERM CARE OMBUDSMAN PROGRAM VOLUNTEER POSITION DESCRIPTION**

**TITLE:** Community Advisory Committee Member

**PURPOSE:** To improve the quality of life and quality of care for consumers in long-term care facilities by establishing a regular presence in nursing homes, ensuring that resident rights are respected, and providing advocacy and empowerment for residents and information for residents, families, and sponsors.

### **QUALIFICATIONS:**

- The volunteer must be at least 18 years old.
- The volunteer must be reliable and responsible.
- The volunteer should have sincere interest in and respect for the elderly.
- The volunteer should possess appropriate communication skills.
- The volunteers should be able to maintain objectivity and confidentiality.

### **DUTIES AND RESPONSIBILITIES:**

- Complete the 12 hour initial training course and an additional 3 hours on-site training with the Regional Ombudsman.
- Visit assigned long-term care facility on a regular basis to perform outreach to clients and to observe facility conditions.
- Develop relationship through regular communication with the residents of the long-term care facility.
- Develop a working relationship with the staff of the facility.
- Report any complaints made by or on behalf of the residents to the Regional LTC Ombudsman.
- Attend resident and family council meetings when appropriate and with resident permission.
- Handle uncomplicated complaints, and assist with complicated complaints under the direction and supervision of the Ombudsman.
- Attend volunteer meetings and in-services to earn 10 continuing education units per year.
- Talk with the Ombudsman as needed to discuss concerns, ask questions, share ideas, and exchange information.
- Compete and submit Community Advisory Community Activity Reports quarterly.

### **COMMITMENT:**

- Four hours per month visiting the assigned nursing facility.
- Minimum one year for the first year; 3 years thereafter