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