



Susana Martinez, Governor
Myles Copeland, Cabinet Secretary-Designate
Kyky Knowles, Deputy Secretary

CERTIFIED 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:

- **A minimum of three hours per week (to include 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:

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

TRAINING:

- **8-hours of 1:1 training and field instruction.**
- **12-hours (over 1.5 days) of group classroom training**
- **A minimum of 15-hours in-service training per year for continued service & re-certification.**
- **Volunteers are eligible for re-certification on an annual basis.**