

Catholic Charities Diocese of Allentown

Volunteer Position Description

Position Name	Ombudsman Volunteer
Accountability/ Reports to (Job title)	Ombudsman Supervisor/ Programs Director
Purpose of Volunteer Opportunity	A volunteer Ombudsman is a community neighbor who is specially trained to find answers and resolve simple problems older adults experience in the long-term care system.
Activities and Responsibilities	<p>After completing training, Ombudsman may:</p> <p>Visit with Residents of long-term care services and take time to listen to concerns on a person-to-person basis about treatment or quality of care;</p> <p>Educate Residents, their families and long-term care providers to the rights of the Residents</p> <p>Encourage Self-Resolution;</p> <p>Advocate for Residents' rights and Quality of Care;</p> <p>Promote development of Resident and Family Councils;</p> <p>Make referrals to the agency to conduct investigations</p>
Skills, Qualifications Background Check Required	<p>Interview skills; organizational skills, attention to detail.</p> <p>Background checks, clearances and all required safe environment paperwork must be completed.</p>
Work Location	Long Term Care Facilities (Lehigh and Northampton Counties)
Time Commitment/ Duration	3-4 hours per month. Six month duration – renewable
Orientation/ Training	Orientation and training is provided by the State Ombudsman Office and Supervisor
Support/ Supervision/ Evaluation	Supervision and evaluation are provided by the Ombudsman Supervisor/ Programs Director
Risk Assessment	High risk
Screening Procedures	Application, Interview, Conflict of Interest Screening, Background Checks, Trainings, Supervisory checks and evaluation

Date Approved by Community Outreach Administrator: 7/30/20

Date Reviewed: _____