



VOLUNTEER JOB DESCRIPTION

SUMMARY – VOLUNTEER OMBUDSMAN

AREA 2 AGENCY ON AGING

All clientele served by REAL Services/Area 2 Agency on Aging Volunteers are frail elderly and disabled individuals, either currently receiving services or on a waiting list for services, and who need additional assistance.

Qualifications:

- Complete agency forms provided
 - Consent to criminal background check
 - Have available: reliable transportation or valid driver license, current auto insurance coverage, safe driving record
 - Ability to respond to emergency situations
 - Ability to maintain client confidentiality
 - Report any problems, concerns or changes regarding individuals' health, environment, etc. to coordinator or director
 - Complete monthly reports if/as required
 - Attend interview/orientation session if/as required
 - Ability to communicate with the elderly and disabled population
 - Genuine concern for the safety and well-being of the elderly and disabled
- Additional information plus clarifications given at time of orientation

The following Volunteer Opportunity is through the Area Agency overall and covers some or all of the counties in our 5 county service area:

Volunteer Ombudsman

REAL Services maintains an Ombudsman Program which provides trained staff who investigate complaints and concerns regarding care in long-term care facilities in Elkhart, Kosciusko, LaPorte, Marshall and St. Joseph counties. A Volunteer Ombudsman serves as a support to this program; is assigned to a facility; and visits assigned facility on a weekly or a least a semi-monthly basis to advocate for the residents.

Essential Duties:

- Serve as a tactful and professional resident representative
- Provide residents with a sensitive and compassionate ear
- Report observations and activities to the Ombudsman

Non-Allowable Activities:

- Transporting residents
- Any type of personal or hands-on care such as: bathing, dressing, grooming, feeding or medication dispensing

Time Commitment:

- Visit assigned long-term care facility once a week or semi-monthly, 2-4 hours per visit; a commitment of 1 year minimum is requested