

Ombudsman Volunteer Job Description

A Volunteer Ombudsman advocates for the rights and quality of life of residents who reside in nursing homes and personal care homes.

A Volunteer Ombudsman:

- Addresses issues of resident rights, resident care, resident dignity, finances and overall quality of life.
- Conducts facility visits, attends resident council meetings and/or exit meetings with the Department of Health and receive complaints from residents.
- Does not handle the complaints received but reports all concerns to the ombudsman program.

Skills:

A sincere concern for nursing home or personal care home residents is the first requirement. Communication and listening skills, patience and the ability to be comfortable in a nursing home environment are important factors in a successful experience. Maintaining confidentiality and being completely objective are also extremely important.

Commitment:

The commitment is flexible and on an individual basis. Weekends and evenings are strongly encouraged. All Volunteer Ombudsman must attend a one-day training seminar provided by the Pennsylvania Department of Aging.

Please call 215-545-5728 to learn more about volunteering for the long-term care ombudsman program.