

VOLUNTEER POSITION GUIDE

Title:	Program:	Department:
Friendly Visitor	Ombudsman	Resource Center
Volunteer Manager:	Volunteer Manager Contact Info:	Minimum Commitment:
Mary Dalton, Ombudsman	mdalton@missoulaagingservices.org 406-728-7682	12 months

Missoula Aging Services' Mission Statement: Missoula Aging Services (MAS) promotes the independence, dignity and health of older adults and those that care for them.

Program Overview: Certified Local Ombudsmen work to protect the rights, dignity, safety and quality of life of residents in long term care (LTC) facilities. As advocates, Ombudsmen educate residents on their rights and encourage self-advocacy. With permission from the resident, the Ombudsman investigates residents' concerns and presses for action or change on behalf of the resident. In promoting communication between parties who may disagree, Ombudsmen support both resident rights as well as the sincere effort of providers who endeavor to deliver high quality care.

Position Overview: Friendly Visitor Volunteers assist the Ombudsman Program by making regular visits to their assigned facility, educating residents on their rights and monitoring the health and welfare of the residents.

Key Responsibilities:

- Maintain frequent and ongoing communication with the Ombudsman.
- Maintain accurate and timely volunteer time sheets and Resident Concern Reports.
- Visit assigned facility a minimum of 4 hours per month.
- Be a good listener and give full attention to the concerns of the residents.
- Encourage self-advocacy, Empower Residents through Education on Resident Rights
- Communicate effectively with supervisors, residents, and facility staff.
- Ensure that the rights of residents are being honored.
- Identify New Residents and provide information on Residents Rights/Ombudsman Program
- Visit residents as assigned by Ombudsman
- Attend activities to interact and get to know residents
- Report alleged resident abuse, neglect or any other concerns to the supervising Ombudsman.
- Abide by the rules of the resident care facility and the Ombudsman Program.
- Maintain confidentiality.

Qualifications:

- Ability to assess situations and communicate potential problems to the appropriate person in a timely manner.
- Excellent listening skills and attention to detail.
- Ability to develop trust and rapport with individuals without regard to race, religion, color, national origin, gender, disability, or age.
- Ability and willingness to take direction from supervisor.
- Ability to be objective and maintain professional boundaries.

- Ability to work cooperatively with Missoula Aging Services and resident care facility staff and volunteers.
- Approach others in a tactful manner; react well under pressure; accept responsibility for own actions; follow through on commitments; treat others with respect and consideration regardless of their status or position.
- Criminal and Sex Offender background check required.

Benefits:

- Experience the satisfaction of making a difference in the lives of residents residing in long term care facilities by: providing residents with social interaction and companionship; educating residents about their rights; and empowering residents to report concerns to the appropriate person.
- Receive ongoing education and support.
- Learn about the various resources available to residents and caregivers in the Missoula Community.

Support: The Friendly Visitor receives comprehensive on-going support from supervising Ombudsman, MAS Volunteer Coordinator, and their Friendly Visitor peers. MAS provides orientation, initial and on-going training sessions, monthly team support meetings, and joint facility visits with the Ombudsman. Individual support is provided as needed.

Commitment: There is a minimum 12 month commitment.

Amount of Time: Minimum 4 hours per month; preferably over two to four visits per month at different times of day.

Time of Day: Flexible

Training: Shadow shift with MAS Ombudsman to be scheduled after the volunteer interview process is complete. Mandatory training provided by the local, regional and state Ombudsman at MAS, dates to be announced.

Location: Location will be determined upon placement in the program.

Sustained Outcome: The quality of life of resident’s residing in nursing home facilities and assisted living facilities will be improved by Friendly Visitors providing socialization, companionship, and education on resident rights through volunteer service.

For more information, please contact Missoula Aging Services’ Volunteer Coordinator at (406)728-7682 or volunteer@missoulaagingservices.org. 01/2017

Signature of Volunteer

Date

Signature of Volunteer Manager

Date