

**Position Description**  
**Region 10 Area Agency on Aging**  
**Volunteer Ombudsman**

**General Statement of Duties**

This rewarding volunteer opportunity works with the Area Agency on Aging (AAA) Ombudsman in the role of resident advocacy for skilled nursing and assisted living facilities located with Region 10. The right person is one who enjoys working with the residents of nursing homes and assisted living facilities to ensure that they have the best possible quality of life. The time commitment is approximately 3-6 hours per month. Volunteers will be expected to attend monthly resident council meetings and visit routinely with residents. These are friendly visits designed to develop trusting relationships and empower the residents to take an active role in their care. Extensive training and on-going support is provided.

Must be a proven problem solver, have excellent written and verbal communication skills and possess a strong desire to work with the elderly and disabled population. Must successfully complete the Ombudsman certification training and maintain the certification. In-state travel is required along with a successful background check. Mileage is reimbursed.

**Supervision**

The Region 10 AAA Volunteer Ombudsman reports to the staff Ombudsman.

**Essential Duties and Responsibilities include but are not limited to the following**

- Advocate the rights of residents in designated Region 10 nursing homes, and assisted living facilities.
- Be well-versed in nursing home and assisted living regulations.
- Mediate meetings with Long Term Care Facilities to resolve complaints.
- Completes visit documentation.
- Provides front line guidance and assistance.
- Attend resident council meetings and visits with residents who do not attend these meetings.
- Communicate regularly with R10 Ombudsman staff.
- Attend trainings as needed.

**Statement of Qualifications**

Human Services or equivalent experience in a related field or life experience. Effective written and verbal communication and computer skills.

**Physical Abilities**

Must be able to drive, speak clearly, write, and hear. Bi-lingual preferred, but not required.

**Required Skills**

Computer competency including word processing is desirable.

Ability to communicate both orally and in written format.

Ability to accurately compile and interpret data.

Ability to work independently.

Must maintain a valid Colorado driver's license.

I, \_\_\_\_\_ fully understand and accept the attached conditions and responsibilities as a volunteer for Region 10.

\_\_\_\_\_  
Volunteer Signature

Date \_\_\_\_\_

\_\_\_\_\_  
AAA Director Signature

Date \_\_\_\_\_

Region 10 is an Equal Opportunity Employer.