

BayPath Elder Services, Inc.
33 Boston Post Road West
Marlborough, MA 01752-1853
508-573-7200 Fax 573-7222

JOB DESCRIPTION
OMBUDSMAN

Mission: the mission of the BayPath Ombudsman Program is to improve the quality of care, life and environment for residents of long term care facilities through the dedication and support of ombudsman volunteers.

DUTIES AND RESPONSIBILITIES

- * complete initial orientation/mandated training and attend monthly meetings
- * visit a designated long term care facility weekly
- * work with nursing facility staff to address the complaints/concerns of residents
- * document and submit monthly reports to program supervisor
- *. notify supervisor of all absences- vacation, illness, etc

QUALIFICATIONS

- * awareness of, and sensitivity to, the needs of residents in long term care facilities
- * possess good interpersonal communication and relationship skills
- * willingness to provide own transportation to nursing facility

COMMITMENT

- * renewable one-year commitment
- * donate up to eight hours monthly

Ombudsman are a vital advocacy force for residents of nursing facilities.
The number of complex complaints will continue to challenge your creativity and patience.