

Community Ombudsman

Position Description

Ombudsmen act as an impartial source of information and referral, respond to individuals' questions and issues, and attempts to resolve situations to everyone's satisfaction. They are impartial and respect the interest and rights of all parties involved.

Responsibilities

1. Receive, investigate, and resolve resident issues
2. Be aware and inquire from clients if they were being served in a professional manner
3. Provide updates at staff and tenant meetings
4. Inform staff and tenants of findings
5. Maintain quality assurance by roving throughout the LAC and interacting with the public
6. Update LAC Manager of findings
7. Coordinate with the Community Liaison to address community issues at LACs
8. Work closely with the Chaplain to provide service to the resident(s)
9. Watch for unmet needs of those waiting and communicate those needs to the LAC Facilities Manager, such as shade, water, or chairs

Activation Phase Actions

- Notify regular supervisor of LAC work schedule
- Review position responsibilities and clarify any issues regarding authority or assignment
- Sign in and wear the "Community Ombudsman" vest
- Check in with LAC Manager
- Assist with station set up
- Verify contact information
- Via the LAC Manager, educate staff to direct all issues of concern to the Ombudsman
- Determine potential issues for LAC Manager based on the nature, scope and severity of the issue

Operational Phase Actions

- Review position responsibilities
- Attend ongoing situation briefings
- Refer all media to the Communications Specialist
- Function calmly in situations requiring a high degree of sensitivity, tact, and diplomacy
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds
- Brief your relief at shift change to ensure ongoing activities are identified and follow-up requirements are known
- At the end of each shift, sign out and return the vest

Deactivation Phase Actions

- Demobilize when authorized by the LAC Manager
- Participate in the Demobilization Plan
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure all required forms and reports are completed and appropriately stored
- Contact your regular supervisor and notify of them of deactivation
- Leave forwarding information, including cell numbers and email
- Sign out and turn in vest
- Participate in the LAC After Action Report

Organizational Structure

LAC OVERSIGHT TEAM



LAC TEAM

