



FIRST TENNESSEE DEVELOPMENT DISTRICT • 3211 NORTH ROAN STREET • JOHNSON CITY, TN 37601
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POSITION TITLE: Volunteer Ombudsman Coordinator

REPORTS TO: Long Term Care Ombudsman

DUTIES AND RESPONSIBILITIES

1. Recruit, monitor, coordinate, assist and support Volunteer Ombudsman Representatives (VORS) in the field.
2. Train potential VORS.
3. Organize and plan training activities for new and current VORS.
4. Maintain quarterly volunteer ombudsman in-services.
5. Receive volunteer ombudsman reports and respond, as needed.
6. Maintain updated volunteer ombudsman files with current information.
7. Recruit potential volunteer ombudsman through a variety of mechanisms.
8. Maintain communication with VORS.
9. Adhere to the Volunteer Ombudsman Rules of Conduct, confidentiality and other policies and procedures set forth by the Ombudsman Program.