



## RECRUITMENT AND SCREENING COMMITTEE DESCRIPTION

**MAJOR RESPONSIBILITIES:** The Recruiting and Screening Committees are appointed by the State Long Term Care Ombudsman and report to the Program Administrator. The role of the committee is two fold: to recruit and screen volunteers to protect the rights, dignity and safety of residents in long term care facilities and to create public awareness of the Ombudsman program and its services.

The committees plan activities to recruit volunteers which may include one-to-one contacts, public speaking, media campaigns and other public relations activities. The committees carefully screen each applicant and makes recommendations to approve or deny the application. If there are local funds available, the committee sets policies regarding their use, and develops and monitors a budget. The committees may decide to implement a friendly visitor program (RAP/CHAT) in their districts, and are responsible for managing those programs.

### **SPECIFIC DUTIES:**

- Hold monthly meetings.
- Develop and implement annual volunteer recruitment plan.
- Carefully screen each applicant for certified ombudsman and recruiting and screening committee positions. Each applicant must be interviewed, have their references checked, and demonstrate no conflict of interest as defined by law.
- Submit recommendations to approve or deny applications to the state office.
- Manage RAP/CHAT in districts offering the program, including recruiting, screening, training, placing, supervising and supporting the friendly visitor volunteers.
- Consult with the Program Administrator when planning any publicity materials and activities.
- Prepare a budget for funds expended by the committee.
- Serve as advocates for the Ombudsman Program in the community.
- Maintain confidentiality as required by law.

**QUALIFICATIONS AND SKILLS OF COMMITTEE MEMBERS:** Good communication and interview skills. Good knowledge of community. Public relations experience helpful. Must have an understanding of Ombudsman Program and must be able to represent the program well in the community. Must be dependable and reliable. Must be 21 years of age or older.

**COMMITMENT:** One year commitment, four to six hours monthly. Must participate in at least one recruitment and screening continuing education activity annually.

## OMBUDSMAN MISSION AND PHILOSOPHY

The mission of the Office of the Long-Term Care Ombudsman is to enhance the quality of life; improve the level of care; protect the individual rights and promote dignity of each Oregon citizen housed in a long term care facility.

Pursuant to ORS 441.100-153, each Certified Ombudsman has legislative authority to enter into a long-term care facility and approach staff and residents to fulfill the program mission. Ombudsmen are lawfully obligated to respond to all complaints made by or for residents; protect and promote residents' rights, and keep residents and providers informed of the program's objectives and concerns, and keep residents and providers informed of the program's objectives and concerns. The Ombudsman Program monitors the development and implementation of federal, state and local laws, regulations and policies that relate to long-term care facilities throughout the state.

Whenever possible, Certified Ombudsmen try to solve problems informally with the appropriate, lowest level of facility management, while higher levels of management are involved if necessary. The provider's inability or unwillingness to solve the problem at the facility level may result in a referral to outside agencies for investigation and follow-up enforcement action if necessary.

Though Ombudsmen must be professional, impartial, and fair in pursuit of their mission, they are first and foremost resident advocates and will approach every problem from this essential perspective.

Ombudsmen strive to become the eyes, ears and voices for long-term care facility residents; they seek to encourage self direction and autonomy among long-term care residents and strive to remove barriers to quality care.

### CONFLICT OF INTEREST STATEMENT

Oregon Administrative Rules: Chapter 114, Division 2 - Long Term Care Ombudsman

**114-02-101 (4)** "Conflict of interest with the Ombudsman Program" means that a situation exists where an individual's personal interests may adversely influence the individual's decisions relating to the Ombudsman Program, except that a person presently residing in a long term care facility shall not have a conflict of interest with the Ombudsman Program. A conflict of interest with the Ombudsman Program exists when:

- a. A person or a member of the person's immediate family has any financial or ownership interests in a long term care facility or is employed by a long term care facility;
- b. A person is an employee, agent, or officer of an Area Agency on Aging, type B, or the local State office of the Senior Services Division;
- c. A person has been employed by a long term care facility within the last two years.