

Resources

Fleet and Family Support Programs
www.ffsp.navy.mil

Expeditionary Combat
Readiness Center
1-877-364-4302
www.ecrc.navy.mil

Military OneSource
1-800-342-9647
www.militaryonesource.com

Naval Services FamilyLine
1-877-673-7773
www.lifelines.navy.mil/Familyline

Navy Family Assistance and
Accountability System
www.navyfamily.navy.mil

Navy Knowledge On-line
www.nko.navy.mil

U.S. Fleet Forces Command
www.ia.navy.mil

How Do You Become an Ombudsman?

You can apply for this position when the command advertises for volunteers or request to be placed on a standby list of volunteers for future consideration when a position becomes available.

Volunteers are screened, selected and appointed by the commanding officer. A board, which can include the command master chief, executive officer, current ombudsman, and/or other command members, as directed, may assist the commanding officer.

To Contact Your Command Ombudsman

Visit www.ombudsmanregistry.org or www.ffsp.navy.mil and click on the "Contact Your Ombudsman" link to contact your command ombudsman and local Fleet and Family Support Center.

Commander, Navy Installations
Command



Navy Family Ombudsman Program

*Empowering the
Navy Family*

The Navy Family Ombudsman Program is a Navy-wide program established to improve mission readiness through improved family readiness.

OPNAVINST 1750. 1G requires that all command family members have access to the services of an ombudsman.



The Ombudsman Program

The Ombudsman Program was introduced to the US Navy with a Z-gram on 14 September 1970 by the Chief of Naval Operations, Admiral Elmo Zumwalt.

An ombudsman is an appointed representative of the commanding officer and serves two important roles:

1. A communication link between the commanding officer and command families
2. A professionally trained information and referral specialist for the command's families.



Ombudsman Roles

- A liaison between the command, its family members, and the resources of the community.
- A listener
- An individual who adheres to the strictest code of confidentiality to protect the privacy of individuals and maintain the credibility of the Navy Family Ombudsman Program.
- A source of information and referral, and resources.
- A resource during times of crisis or disaster.
- Maintain records via Ombudsman Monthly/Quarterly Worksheet

Code of Ethics

- Support the command's mission.
- Work within the chain of command.
- Maintain confidentiality.
- Maintain the highest standards of professionalism.



Ombudsman Basic Training

Ombudsmen must attend Ombudsman Basic Training (OBT) which provides the foundation to properly execute their ombudsman duties.

Command ombudsmen continue to receive ongoing training during Ombudsman Assembly meetings and Advanced Trainings, Ombudsman Program webinars and on-demand training opportunities.

Training schedules are posted at www.ffsp.navy.mil and www.ombudsmanregistry.org.

