

Ombudsman Orientation

BACKGROUND

For ombudsmen to effectively carry out their responsibilities, they must be oriented, trained, and provided the necessary supplies and equipment.

KEY MESSAGES

- The commanding officer ensures that the ombudsman is oriented to the command as well as to required duties and responsibilities.
- Ombudsmen must complete Ombudsman Basic Training within six weeks of appointment. If unable to do so, they should take CNIC's OBT Orientation On-Demand at www.ffsp.navy.mil, Ombudsman Training Materials, and complete OBT/eOBT as soon as possible.

STATEMENT

During the first meeting with the ombudsman after he/she has been appointed, it is important to establish a good working relationship and provide specific information on duties and responsibilities. A list of needed supplies and materials should be generated and it should be determined who will purchase, budget limits, etc. For a detailed list of topics the commanding officer should review, see the Ombudsman Program [Command Responsibilities Checklist](#).

ACTION

The commanding officer should set an initial meeting with the ombudsman to review roles and responsibilities and answer any questions. Meetings with the Point of Contact and with the entire Command Support Team should also be arranged. Required materials and equipment should be purchased. The ombudsman should receive an Ombudsman Orientation Packet. Review the [Ombudsman Welcome Packet](#) for more information.

RESOURCES

- OPNAVINST 1750.1G CH-1, Navy Family Ombudsman Program Instruction.
- Fleet and Family Support Program: www.ffsp.navy.mil.
- Local FFSC ombudsman coordinator.
- Local Ombudsman Assembly chair.

CHECKLIST

- Set initial meeting with ombudsman.
- Set meeting for other Command Support Team members to meet with ombudsman.
- Orient ombudsman to physical setting – ship, squadron, etc.
- Ensure ombudsman receives the Ombudsman Welcome Packet.

Appointing an Ombudsman