

# Ombudsman Program Command Responsibilities Checklist

## Before Appointing an Ombudsman

Tasks to be Accomplished	Due	Complete	Notes
Determine the number of command ombudsmen needed to provide required services to command families.		<input type="checkbox"/>	
Determine recruitment strategies – where and how to advertise.		<input type="checkbox"/>	
Design a position announcement and distribute.		<input type="checkbox"/>	
Review ombudsman roles and responsibilities and write command-specific position description.		<input type="checkbox"/>	
Establish a budget line item for reimbursement of ombudsman expenses and submit to the Tycom. Appropriated or non-appropriated funds may be used.		<input type="checkbox"/>	
<p>If unable to find a command spouse volunteer for the ombudsman position:</p> <ul style="list-style-type: none"> <li>– Document diligent search for spouse volunteer.</li> <li>– Interview and identify appropriate non-spouse candidates.</li> <li>– Request a waiver from CNIC per Enclosure (1) of OPNAVINST 1750.1F via chain of command. Include reason for request, candidate’s ability to meet the requirements, and POC contact information.</li> </ul>		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

## Interviewing Ombudsman Candidates

Tasks to be Accomplished	Due	Complete	Notes
Review candidate applications and select interviewees.		<input type="checkbox"/>	
Determine interviewers. Usually the commanding officer, Ombudsman Program POC, and others if the commanding officer desires.		<input type="checkbox"/>	
Design the interview format including length and how candidates will be rated.		<input type="checkbox"/>	

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### Interviewing Ombudsman Candidates (continued)

Tasks to be Accomplished	Due	Complete	Notes
Prepare a list of questions and the order in which to ask.		<input type="checkbox"/>	
Contact candidates to set up interviews.		<input type="checkbox"/>	
Conduct impartial interviews.		<input type="checkbox"/>	
Evaluate each candidate.		<input type="checkbox"/>	
Check references.		<input type="checkbox"/>	
Select ombudsman who most closely fits criteria and appears to be a good “fit” with the command.		<input type="checkbox"/>	
Follow-up with all candidates, thank them for their time, and encourage them to be involved in command activities, Family Readiness Group, etc.		<input type="checkbox"/>	

### Upon Appointing an Ombudsman

Tasks to be Accomplished	Due	Complete	Notes
Assign a command point of contact for the ombudsman. The POC is usually the Command Master Chief or Executive Officer.		<input type="checkbox"/>	
Decide which issues and events are to be handled through the POC and which should come directly to the commanding officer.		<input type="checkbox"/>	
Add ombudsman contact information to the Ombudsman Registry at <a href="http://www.ombudsmanregistry.org">http://www.ombudsmanregistry.org</a> .		<input type="checkbox"/>	
Ensure command ombudsman attends Ombudsman Basic Training. An ombudsman should attend OBT before assuming ombudsman duties, but not later than six weeks after appointment.		<input type="checkbox"/>	

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## Upon Appointing an Ombudsman (continued)

Tasks to be Accomplished	Due	Complete	Notes
If ombudsman is unable to attend training prior to assuming ombudsman duties, ensure the ombudsman completes OBT Orientation, a ninety-minute online training course of must-know information. A schedule can be found at <a href="http://www.ffsp.navy.mil">www.ffsp.navy.mil</a> under Ombudsman Training.		<input type="checkbox"/>	
Ensure command ombudsman completes <a href="#">DD 2793 (Rev. 2-02)</a> , Volunteer Agreement for Appropriated Fund Activities and Non-appropriated Fund Instrumentalities.		<input type="checkbox"/>	
Set up a volunteer file for each ombudsman.		<input type="checkbox"/>	
Ensure local FFSC ombudsman coordinator has ombudsman contact information.		<input type="checkbox"/>	
Provide a copy of the <i>Ombudsman Program Manual</i> . It can be downloaded at <a href="http://www.npc.navy.mil/NR/rdonlyres/AA408CF9-4CB5-4CF3-AC1F-7C8E0AF3DD6F/0/Ombudsman_Prog.pdf">http://www.npc.navy.mil/NR/rdonlyres/AA408CF9-4CB5-4CF3-AC1F-7C8E0AF3DD6F/0/Ombudsman_Prog.pdf</a> .		<input type="checkbox"/>	
Discuss a working budget to cover needed supplies and materials, authorized childcare, etc.		<input type="checkbox"/>	
Purchase, supply, or reimburse ombudsman for computer, phone service, Internet, etc.		<input type="checkbox"/>	
Provide a generic command email address for the ombudsman (if possible and permissible in accordance with Command Access Card (CAC) and Navy Marine Corp Intranet (NMCI) rules and regulations).		<input type="checkbox"/>	
Ensure ombudsman receives a regularly updated command roster to include inbound personnel and families as well as Individual Augmentees.		<input type="checkbox"/>	
Ensure ombudsman is aware of Reservists in the command and how to contact their families.		<input type="checkbox"/>	
Ensure that appropriate role(s) for the command ombudsman is included in command and installation plans for disaster preparedness.		<input type="checkbox"/>	

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## Upon Appointing an Ombudsman (continued)

Tasks to be Accomplished	Due	Complete	Notes
Define additional reportables (if applicable) and determine process for ombudsman reporting issues to command.		<input type="checkbox"/>	
Orient and train new ombudsman including: <ul style="list-style-type: none"> <li>– Information about job duties including newsletter, briefs, etc.</li> <li>– Reporting requirements and procedures.</li> <li>– Guidance for working with the Command Support Team.</li> <li>– Introductions to Command Support Team and to any other advocates assigned to work with the Ombudsman Program.</li> </ul>		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

## Ongoing Support

Tasks to be Accomplished	Due	Complete	Notes
Ensure that current and reporting command personnel (including single personnel) and their family members are aware of who the command ombudsman is, what services the ombudsman can provide, and how to contact the command ombudsman.		<input type="checkbox"/>	
Include the ombudsman in the command indoctrination program.		<input type="checkbox"/>	
Ensure that data from the ombudsman monthly worksheets (quarterly worksheets for Reserve ombudsman) is entered in the automated ombudsman data collection system at <a href="http://www.ombudsmanregistry.org">http://www.ombudsmanregistry.org</a> by the ombudsman or command designated personnel.		<input type="checkbox"/>	
Ensure the Navy Family Ombudsman Program is included in appropriate command inspections and reviews.		<input type="checkbox"/>	
Set up ongoing ombudsman recognition and appreciation program.		<input type="checkbox"/>	