

Command Ombudsman Sample Position Description

The command ombudsman:

- Serves as a liaison between the command and command families.
- Keeps the command informed regarding the overall health, morale, and welfare of command families.
- Regularly communicates and distributes information to and from the command and command family members.

The following duties and responsibilities may be assigned:

1. Support command families:
 - Provide information and make necessary referrals.
 - Represent command families and serve as a primary point of contact for families.
 - Advocate for families using knowledge of the system to access the appropriate level of the chain of command for intervention and forward suitable requests or grievances.
2. Serve as the primary communication link between families and the command, and channel official information from command leadership to families. The ombudsman will communicate regularly with command and command families, including but not limited to, the following duties:
 - Compose and edit a hardcopy or electronic (monthly or quarterly) newsletter for distribution to all command members and their families.
 - Create/maintain an updated telephone tree or email blast list.
 - Maintain an updated telephone careline with basic command information.
 - Present on the Ombudsman Program at indoc, pre-deployment programs, family nights, Family Readiness Group (FRG) meetings, etc.
3. Participate in the command's disaster response plan as determined by the commanding officer.
4. Report suspected child abuse or neglect, alleged domestic abuse, suspected suicidal or potential homicidal individuals to the CMC, XO or CO.
5. Complete required documentation.
 - Maintain well-organized and up-to-date communication records related to ombudsman's duties including telephone/contact logs.
 - Submit monthly/quarterly worksheets as required by OPNAVINST 1750.1F.
 - Submit reimbursement requests to the designated point of contact on a monthly basis.

6. Attend Family Readiness Group meetings.
7. Optional duties as assigned by command officer including, but not limited to:
 - Assist in the organization and implementation of the command welcome program such as briefing new Sailors and family members at command indoctrination and/or preparing an introductory letter to be enclosed in sponsor packets.
 - Represent the command on committees, boards, or working groups – both civilian and/or military.
8. Follow all requirements outlined in OPNAVINST 1750.1F.

The ombudsman must complete required training and participate in ongoing training as available:

- Complete Ombudsman Basic Training (OBT) before/upon assuming duties.
- Complete online CNIC OBT Orientation if unable to attend OBT within six weeks of appointment.
- Attend area Ombudsman Assembly meetings.
- Attend advanced training if possible.