

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. | | | |
| Determine recruitment strategies – where and how to advertise. | | | |
| Design a position announcement and distribute. | | | |
| Review ombudsman roles and responsibilities and write command-specific position description. | | | |
| Establish a budget line item for reimbursement of ombudsman expenses and submit to the Tycom. Appropriated or non-appropriated funds may be used. | | | |
| <p>If unable to find a command spouse volunteer for the ombudsman position:</p> <ul style="list-style-type: none"> • Document diligent search for spouse volunteer. • Interview and identify appropriate non-spouse candidates. • Request a waiver from CNIC per Enclosure (1) of OPNAVINST 1750.1G CH-1 via chain of command. Include reason for request, candidate's ability to meet the requirements, and POC contact information. • Reserve commands will forward waiver request and region endorsement to COMNAVRESFORCOM Family support Program Manager, N5, for endorsement and submission. | | | |

Interviewing Ombudsman Candidates

| Tasks to be Accomplished | Due | Complete | Notes |
|--|-----|----------|-------|
| Review candidate applications and select interviewees. | | | |
| Determine interviewers. Usually the commanding officer, Ombudsman Program POC, and others if the commanding officer desires. | | | |

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| Design the interview format including length and how candidates will be rated. | | | |
| Prepare a list of questions and the order in which to ask. | | | |
| Contact candidates to set up interviews. | | | |
| Conduct impartial interviews. | | | |
| Evaluate each candidate. | | | |
| Check references. | | | |
| Select ombudsman who most closely fits criteria and appears to be a good “fit” with the command. | | | |
| Follow-up with all candidates, thank them for their time, and encourage them to be involved in command activities, Family Readiness Group, etc. | | | |

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. | | | |
| Decide which issues and events are to be handled through the POC and which should come directly to the commanding officer. | | | |
| Add ombudsman contact information to the Ombudsman Registry at http://www.ombudsmanregistry.org . | | | |
| Ensure command ombudsman attends Ombudsman Basic Training. An ombudsman should attend OBT before assuming ombudsman duties, but not later than six weeks after appointment. | | | |

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Upon Appointing an Ombudsman (continued)

| Tasks to be Accomplished | Due | Complete | Notes |
|---|-----|----------|-------|
| If ombudsman is unable to attend OBT/eOBT prior to assuming ombudsman duties, ensure the ombudsman completes the OBT Orientation On-Demand training at www.ffsp.navy.mil . Ombudsman Training Materials. | | | |
| Ensure command ombudsman completes DD 2793 (Rev. May 2009), Volunteer Agreement for Appropriated Fund Activities and Non-appropriated Fund Instrumentalities. | | | |
| Set up a volunteer file for each ombudsman. | | | |
| Ensure local FFSC ombudsman coordinator has ombudsman contact information. | | | |
| Provide a copy of the Ombudsman Program Manual . | | | |
| Discuss a working budget to cover needed supplies and materials, authorized childcare, etc. | | | |
| Purchase, supply, or reimburse ombudsman for computer, phone service, Internet, etc. | | | |
| Provide a generic command email address for the ombudsman or ombudsmen. | | | |
| Ensure ombudsman receives a regularly updated command roster to include inbound personnel and families as well as Individual Augmentees. | | | |
| Ensure ombudsman is aware of Reservists in the command and how to contact their families. | | | |
| Ensure that appropriate role(s) for the command ombudsman is included in command and installation plans for disaster preparedness. | | | |

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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. | | | |
| Orient and train new ombudsman including: <ul style="list-style-type: none"> • Information about job duties including newsletter, briefs, etc. • Reporting requirements and procedures. • Guidance for working with the Command Support Team. • Introductions to Command Support Team and to any other advocates assigned to work with the Ombudsman Program. | | | |

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. | | | |
| Include the ombudsman in the command indoctrination program. | | | |
| Ensure that data from the ombudsman monthly worksheets (quarterly worksheets for Reserve ombudsman) is entered in the automated ombudsman data collection system at http://www.ombudsmanregistry.org by the ombudsman or command designated personnel. | | | |
| Ensure the Navy Family Ombudsman Program is included in appropriate command inspections and reviews. | | | |
| Set up ongoing ombudsman recognition and appreciation program. | | | |