



Ombudsman Role and Responsibilities

BACKGROUND

OPNAVINST 1750.1F defines the roles and responsibilities of the ombudsman including required training. The commanding officer should adapt the responsibilities and develop a job description based on what would be most helpful to command families.

KEY MESSAGES

- OPNAVINST 1750.1F (5. Action, e, pages 11-14) describes what an ombudsman shall do.
- The commanding officer will determine what the command ombudsman's roles will be. The ombudsman determines, with the input of the Command Support Team, how these functions will be carried out.

STATEMENT

The commanding officer should prioritize and customize the ombudsman's role and responsibilities to meet the needs of the command. The standard responsibilities include, but are not limited to, the following:

- Serve as a liaison between the command and command families.
- Keep the command informed regarding the overall health, morale, and welfare of command families.
- Regularly communicate and distribute information to and from the command and command family members.
- Provide information and referral to assist command families with any concerns or issues.
- Establish and maintain an up-to-date and timely telephone tree/email or use the careline to rapidly distribute and gather information.
- Develop and distribute a command-approved monthly or quarterly newsletter, or if not possible, contribute to a command-approved column in appropriate publications.
- Represent the command at Ombudsman Assembly meetings.
- Maintain well-organized and up-to-date communication records on the performance of ombudsman duties.

- Collect data on services provided and time expended, and provide this data monthly to the command.
- Perform other official roles, functions, or duties assigned by the commanding officer.

Ombudsmen should not:

- Transport people in their privately-owned vehicle.
- Provide childcare.
- Lend money.
- Allow people to stay with them in their home.
- Hold an office or leadership position in the Family Readiness Group (FRG).
- Coordinate and conduct command-sanctioned homecoming activities.
- Do for others what they must learn to do for themselves.

ACTION

The commanding officer should review the roles and responsibilities as listed in the instruction and develop a command-specific position description for the ombudsman. For a sample position description, [click here](#).

RESOURCES

- [OPNAVINST 1750.1F \(5. Action, e.\) Navy Family Ombudsman Program Instruction](#).
- Fleet and Family Support Program Web site: www.ffsp.navy.mil.
- Ombudsman Coordinator at local Fleet and Family Support Center (FFSC).

CHECKLIST

- Review roles and responsibilities.
- Determine command-specific needs and how ombudsman can assist.
- Adapt job description to reflect command-specific needs.
- Discuss expectations with ombudsman.