

Ombudsman Qualities and Attributes

Desirable Qualities	Remarks/Notes
Prior volunteer experience, especially as an ombudsman	
Time and energy for the job (15-20 hours a week)	
Able to balance work, family, volunteer responsibilities	
Mature, patient, flexible	
Stable, no evident severe personal or family problems (including neglect/abuse)	
A team player, friendly, confident, a “doer”	
Intelligent, good communication skills – oral and written, able to talk to “strangers”	
Caring and non-judgmental, works well with other people	
Able to problem-solve but set appropriate Boundaries	
Well-organized	
Good role model	
Positive and optimistic, does not complain	
Demonstrates support of Navy goals and the command mission	
Possesses at least basic computer skills	
Does not gossip or moralize about others; can keep personal information confidential	
Service member/spouse should be in “good standing” at the command	
Other	

Before Appointing an Ombudsman