

Ombudsman Role

Who Can Be An Ombudsman?

How Does Someone Become An Ombudsman?

What Training Is Provided To The Ombudsman?

Confidentiality

Ombudsman Support of Reservists and IAs

Resources

Ombudsman Role

- 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.

Who Can Be An Ombudsman

It is Navy personnel policy that persons appointed as Navy Family Ombudsmen are the spouses of active duty members of the command or selected reserves. If the commanding officer/commander is unable to select the spouse of an active duty or selected reserve command member, then it refers them to enclosure (1) of OPNAVINST 1750.1F for waiver procedures.

How Does Someone Become An Ombudsman

Appointed by the commanding officer, command ombudsmen are volunteers and spouses of services members within the command. Someone can apply for this position when the command advertises for volunteers or they can request to be placed on a standby list of volunteers for future consideration when a position(s) becomes available. Volunteers are screened, selected, and appointed by the commanding officer (CO). A board, which may include the command master chief (CMC), executive officer (XO), current ombudsman, and/or other command members, as directed, may assist the CO in the selection process.

What Training Is Provided To The Ombudsman

The ombudsman, with command support, receives Ombudsman Basic Training (OBT). OBT is a standardized course that provides the required knowledge and develops the skills necessary to perform effectively as the command ombudsman. Ombudsmen continue their education by attending ongoing training. These trainings provide in-depth information on a variety of topics such as public speaking, organizing resources, newsletter training and more.

Confidentiality

Confidential information is sensitive information about a Sailor or family member that is kept within the commanding officer's designated network of those who have a need to know. It is vitally important that ombudsmen adhere to the strictest code of confidentiality to protect the privacy of individuals and maintain the credibility of the Navy Family Ombudsman Program.

The Ombudsman Code of Ethics is the foundation upon which an ombudsman's credibility is established and maintained.

Ombudsmen must adhere to them. They are:

- Maintain confidentiality.
- Support the command's mission.
- Work within their chain of command as directed.
- Maintain the highest standards of professionalism.

However, for issues requiring immediate attention, the safety and well-being of an individual takes precedence over one's right to confidentiality. For further information on what the Navy requires the ombudsman to report and other reportable issues, [click here](#).

Ombudsman Support of Reservists And IAs

Ombudsman services and support must be available to all command members/families including Reservists and IAs. In respect to IAs, the commanding officer should:

- Ensure that the ombudsman is aware of IA command families and works with the Command Individual Augmentee Coordinator (CIAC) to ensure support to IA families.
- Thoroughly brief the ombudsman on policies and expectations with regard to providing support to IA and GSA spouses and family members.
- Make certain that the ombudsman obtains training on working with IAs through Ombudsman Basic Training (OBT) and the Ombudsman Assembly meetings.
- Recommend that the ombudsman contact the FFSC ombudsman coordinator to learn about FFSC support of IAs.

U.S. Fleet Forces Command (USFF) has been designated as the Executive Agent (EA) for the Individual Augmentee (IA) Continuum. USFF is the single overarching command responsible for coordinating and administering all aspects of the IA process. For up-to-date information and guidance on IAs, check the USFF Web site at <http://www.ia.navy.mil>.

Command support of Reservist families may require the ombudsman to coordinate with the Reserve ombudsman. For further information on working with Reservist families and some specific guidelines for Reserve command leadership, [click here](#).

Resources

- [Ombudsman Registry](#)
- [Command Leadership Resources](#)
- [Tools You Can Use](#)
- [Ongoing Support of Ombudsman](#)