

## NAVY OMBUDSMAN JOB DESCRIPTION

Ombudsmen are volunteers appointed by a commanding officer (CO) to serve as an information link between command leadership and command families.

Ombudsmen are trained to disseminate information — official Department of the Navy (DoN) and command information, command-climate issues and local community opportunities. They also provide resource referrals and are instrumental in resolving family issues before they require the command's attention.

- Serve as a liaison between command families and the command.
- Keep the CO informed regarding the command families' morale, health and welfare.
- Communicate regularly with the command and command family members.
- Welcome arriving families and offer their assistance.
- Use social media to communicate with command families.
- Develop and distribute a command-approved monthly or quarterly newsletter or contribute a command-approved column to appropriate publications.
- Establish and maintain an up-to-date telephone list, email distribution list, social media page or website to share information quickly.
- Serve as a source of emergency and crisis information.
- Are familiar with the services provided by the Fleet and Family Support Centers (FFSCs) and other support organizations and can provide contact information for these organizations.
- Maintain current records on the performance of their ombudsman duties in accordance with Privacy Act requirements discussed in Ombudsman Basic Training (OBT).
- Represent the command at local ombudsman assembly meetings.
- Maintain confidentiality.
- Collect and submit data on services provided.
- Coordinate services for families during deployment, mobilization or geographic separation.
- Perform other official roles, functions and duties as assigned by the CO.

### **Other duties may include:**

Assist in the organization and implementation of the command welcome program and participate in indoctrination and orientation programs for new command members. Represent the command on committees, boards and working groups in the military or civilian community.