



Position Title: Volunteer Resident Advocate

Location: Various Nursing Homes throughout Connecticut

Program: Connecticut Long Term Care Ombudsman Program

Supervisor: Regional Ombudsman

The Connecticut Long Term Care Ombudsman Program is seeking compassionate and dedicated **Volunteer Resident Advocates** to serve as advocates for nursing home residents' rights across the state. In this volunteer role, you will work directly with nursing home residents, their families, and staff to ensure residents' rights are respected and upheld. Volunteers will engage with residents to listen to their concerns, address complaints, and promote education and awareness around resident rights within the facility.

Key Responsibilities:

- Advocate for nursing home residents by listening to and addressing their concerns and complaints under the supervision of the Regional Ombudsman.
- Ensure that residents' rights are protected and that they understand their rights in relation to their care, transfer, and discharge.
- Educate residents and families about facility rules, regulations, and procedures, promoting a better understanding of available services.
- Monitor the implementation of residents' rights within the facility, ensuring compliance with applicable regulations.
- Establish positive relationships with facility administrators and staff to foster a cooperative environment.
- Work with and support resident and family councils, and encourage the development of new councils where none exist.
- Assist residents and families in understanding their rights and options related to transfers and discharges.
- Maintain accurate and up-to-date records in accordance with Ombudsman office requirements.
- Refer unresolved issues or complaints to the Regional Ombudsman for further action.

Skills and Qualities Required:

- Strong verbal and written communication skills.
- Sensitivity to the needs and concerns of elderly individuals.
- Ability to listen actively and with empathy and determine the underlying nature of a complaint or issue.
- Open-minded and non-judgmental, with the ability to be fair, honest, and objective in all interactions.

- Resourceful and problem-solving oriented, with perseverance to resolve issues effectively.
- Ability to work independently while adhering to program guidelines and requirements.

Special Considerations:

- **Transportation:** Volunteers are required to have their own transportation to nursing homes within the assigned area. Mileage costs will be reimbursed.
- **Training:** Volunteers must complete a mandatory training and certification program. Ongoing monthly in-service training and participation in supervisory meetings are required for continued involvement.
- **Volunteer Eligibility:** Volunteers must not be employed at, own, or have immediate family members working at, or living in a long-term care facility in order to be eligible for this position.

How to Apply:

If you are passionate about advocating for the rights of nursing home residents and have the skills to make a difference in their lives, we encourage you to apply. For more information or to apply, please [click here](#) to visit our Volunteer Resident Advocate Page to fill out an application or contact the Office of the State Long Term Care Ombudsman at [1-866-388-1888](tel:1-866-388-1888) or LTCOP@ct.gov.

or



[Click Here](#) or Scan the QR Code to Fill Out an Application Online!