

# Ombudsman Role and Responsibilities

## BACKGROUND

OPNAVINST 1750.1G CH-1 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 1750.1G CH-1 (5. Action, g, 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.