

## **Introduction and Purpose**

Commanding Officers appoint a volunteer Command Ombudsman who is typically the spouse of a Sailor from their command. The Command Ombudsman serves as a liaison between command leadership and command families, provides information and referral services and does other functions as designated by the Commanding Officer.

The purpose of this ninety minute webinar is to provide very basic information about ombudsman roles, ethics, training, and documentation requirements to newly appointed ombudsmen prior to attendance at *Ombudsman Basic Training*. This orientation IS NOT a substitute for *Ombudsman Basic Training* which is required for all Command Ombudsmen.

## **Learning Objectives**

At the completion of this training participants will be able to:

- Identify at least three roles and functions of a command ombudsman.
- List the four elements of the *Ombudsman Code of Ethics*.
- Discuss the importance of confidentiality.
- State at least two sources of training for command ombudsmen.
- List the steps of ombudsman telephone protocol.
- Define and state the importance of securely maintaining the official command roster.

## **Outline**

- Introduction (5 minutes)
  - Facilitators
  - Session Overview
  - Participants
- What is an Ombudsman? (10 minutes)
  - Ombudsmen Roles and Responsibilities
  - Roles and Functions Ombudsmen DO NOT Assume
- Ombudsman Code of Ethics (20 minutes)
  - Confidentiality
  - Non-confidential Information
  - Mission Support
  - Chain of Command
  - Professionalism
- Training (5 minutes)
  - Orientation
  - *Ombudsman Basic Training*
  - Advanced Training and Ombudsman Assemblies
  - Command Support Team
- Communication (15 minutes)
  - Operational Security (OPSEC)
  - Telephone Protocol
- Program Management (15 minutes)
  - Volunteer Protection
  - Monthly Worksheet
  - Official Command Roster
  - Privacy Act
- Summary (10 minutes)
  - Readiness Checklist