



Command Ombudsman Position Description (Sample)

The command ombudsman:

- Serves as a liaison between the command and command families.
- Keeps the command informed regarding the overall health, morale, and welfare of command families.
- Communicates and distributes information to and from the command and command family members.

The following duties and responsibilities may be assigned:

1. Support command families:
 - Provide information and make necessary referrals.
 - Represent command families and serve as a primary point of contact for families.
 - Advocate for families using knowledge of the system to access the appropriate level of the chain of command for intervention and forward suitable requests or grievances.
2. Serve as a communication link between families and the command, and channel official information from command leadership to families. The ombudsman will communicate regularly with command and command families, including but not limited to, the following duties:
 - Compose and edit a hardcopy or electronic (monthly or quarterly) newsletter for distribution to all command members and their families.
 - Create/maintain an updated telephone tree/email tree.
 - Present on the Ombudsman Program at check-in, pre-deployment programs, family nights, etc.
3. Participate in the command's disaster response plan as determined by the commanding officer.
4. Report suspected child abuse or neglect, alleged domestic abuse, suspected suicidal or potential homicidal individuals, to command POC and appropriate Work-Life staff member (FAS/EAPC).



5. Complete required documentation.

- Maintain well-organized and up-to-date communication records related to ombudsman's duties including telephone/contact logs.
- Submit monthly worksheets on CG Ombudsman Registry as required by COMDTINST 1750.4 series.
- Submit reimbursement requests to the designated point of contact on a monthly basis or as needed.

6. Attend Community of Practice meetings.

7. Optional duties as assigned by command officer include, but not limited to:

- Assist in the organization and implementation of the command welcome program such as briefing new Coast Guardsmen/women and family members at command indoctrination and/or preparing an introductory letter to be enclosed in sponsor packets.
- Represent the command (as a consultant) on committees, boards, or working groups – both civilian and/or military.

8. Follow all requirements outlined in COMDTINST 1750.4 series.

9. Complete required training and participate in ongoing training as available:

- Complete CG Ombudsman Training NLT 3 months following appointment.
- Complete online Ombudsman Core Training within 30 days of receiving access to the LMS account.
- Attend advanced training if available.