



The Brain Injury Association
Of North Carolina

North Carolina Brain Injury Association Family Ombudsman Job Description

The Brain Injury Family Ombudsman is a volunteer position requiring from 4 to 12 hours per week. Space and Supervision for the Ombudsmen volunteer workers will be provided at the closest BIANC Family and Community Support Office or Resource Center, in Asheville, Charlotte, Greenville, Raleigh or High Point.

Position duties and responsibilities:

The Ombudsman

- Will serve as an additional resource beyond the BIANC Family and Community Support Offices by assisting families and people with TBI who are having difficulty accessing resources
- Will consult with BIANC Family and Community Support Offices to identify barriers for families and people with TBI in finding resources, information and support.
- Will support BIANC Family and Community Support Offices by providing advocacy, consultation and conflict resolution on behalf of families and people with TBI who are encountering barriers in accessing services, funding and resources.
- Will provide outreach activities aimed at greater understanding of TBI in the community, especially in nursing homes and public school systems.
- Will assist the Family and Community Support Offices with the development of educational presentations for use in community outreach and advocacy training.
- Will work with the BIANC Family and Community Support Offices to collect and input information into a data collection system to track information on inquiries, concerns, issues and outcomes.
- Will serve as a liaison between the brain injury community and the Brain Injury Legislative Advocacy committee of the Governors Advisory Council
- Will work closely with the TBI Advisory Council and the Lead Agency (NCDHHS/DD/SAS) to help implement the Call for Action Position Paper developed by the Advisory Council

Special Considerations/skills needed for the position

- Able and willing to donate 4 to 12 hours per week volunteer work hours
- Must provide references of character
- Preferably a family member of a person with TBI or a TBI survivor with the ability to follow through on a detailed multi-step process and follow-up
- Good interpersonal and communication skills (able to present as a professional)
- Must complete required training program developed by BIANC
- Basic computer skills
- Ability to organize, publicize and conduct legislative advocacy efforts to benefit persons with brain injury
- Willingness and ability to help develop presentations and train others.
- Willingness to travel to other locations across the state for meetings, trainings, etc.
- Provide own transportation (mileage reimbursable)