



DEPARTMENT OF THE NAVY

NAVAL TRAINING CENTER  
2601 PAUL JONES ST  
GREAT LAKES, ILLINOIS 60088-5000

NTCGLAKESINST 1750.7C

OOE

MAR 21 2000

NTC GREAT LAKES (COMPLEX<sup>3</sup>) INSTRUCTION 1750.7C

From: Commander, Naval Training Center, Great Lakes

Subj: GREAT LAKES AREA NAVY FAMILY OMBUDSMAN PROGRAM

Ref: (a) OPNAVINST 1750.1D  
(b) NAVPERS 15571 Navy Family Ombudsman Manual  
(c) Navy Family Ombudsman Training Guide

Encl: (1) Sample Ombudsman Selection Letter  
(2) Sample Ombudsman Assembly Advisory Board Member  
Appointment Letter

1. Purpose. To promulgate policy and procedures for the Navy Family Ombudsman Program in the Great Lakes Area.

2. Cancellation. NTCGLAKESINST 1750.7B.

3. Background. Reference (a) establishes the Navy Family Ombudsman Program and directs each Commander and Commanding Officer to select an Ombudsman for Navy spouses within their command. It also directs that base commanders establish procedures to assist the area Ombudsmen so they may be most effectively used. These procedures have been established by Commander, Naval Training Center (CNTC), Great Lakes, as Area Coordinator. The Ombudsman Program has been proven to be an extremely effective vehicle for dealing with numerous Navy family problem areas.

4. Discussion

a. The Great Lakes Ombudsman Assembly consists of Navy spouses appointed from Great Lakes area commands.

b. Ombudsman selectees should possess the following characteristics:

(1) Sufficient time for the job.

(2) Be easy to work closely with, to trust, respect, and to have confidence in.

(3) Be someone who can maintain confidentiality.

(4) Be outgoing, friendly, self-confident, a "do-er."

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(5) Be a good listener, a good communicator, able to work well with others.

(6) Be patient, flexible, mature, and stable.

(7) Be a good role model, capable of maintaining command credibility.

(8) Be someone who is capable of fostering and maintaining the support and cooperation of active-duty spouses.

c. The objective of the Assembly is to:

(1) Provide a forum for on-going Ombudsman training in the form of resource information and specialized topics of interest to the Ombudsman community as discussed in reference (c).

(2) Provide policy clarification by appropriate authorities to area Ombudsman on a regular basis.

(3) Provide assistance to commands for recognition and appreciation of command Ombudsmen.

(4) The assembly may perform other functions, as decided by its sponsor and/or the Assembly Advisory Board, such as providing area resource handbooks and sending a regular newsletter.

d. The Assembly is not a policy-making body and will in no way interfere with the individual command/Ombudsman (program) relationship.

e. Assembly format will consist of:

(1) A Chairperson, appointed by CNTC, who will:

(a) Apply in writing to CNTC to be considered for the position.

(b) Be an active Ombudsman from an area command at the time of appointment.

(c) Not exceed one (1) year in time, the length of the appointment, from the date of appointment.

(d) Plan, with the Assembly Advisory Board, the tentative schedule of speakers for the following quarter. He/she is responsible for planning the assembly sessions, overseeing the business and announcements, contacting and inviting guest speakers, and representing the Assembly to other groups, if required. He/she may also act as an advisor to other Ombudsmen on the Assembly. He/she shall oversee production of the Assembly newsletter.

(2) Assistant Chairperson, appointed by CNTC, who will:

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(a) Apply in writing to CNTC to be considered for the position.

(b) Be an active Ombudsman from an area command at the time of appointment.

(c) Not exceed one (1) year in time, the length of the appointment, from the date of appointment.

(d) Assist the chairperson, as needed in planning, with the Assembly Advisory Board, the tentative schedule of speakers for the following quarter. He/she is responsible for planning the assembly sessions, overseeing the business and announcements, contacting and inviting guest speakers, and representing the Assembly to other groups, if required. He/she may also act as an advisor to other Ombudsmen on the Assembly. He/she shall oversee production of the Assembly newsletter.

(3) All area Ombudsmen.

(4) Monthly training sessions will normally be held at Family Service Center (FSC), Building 42, at times and dates determined by the Assembly Advisory Board. It is the responsibility of each Ombudsman to attend monthly meetings in order to remain current.

(5) The Assembly Advisory Board consists of the following members:

(a) Assembly Chairperson

(b) Naval Training Center Chief of Staff for Operations

(c) Naval Training Center Command Master Chief

(d) Spouse of a Senior Military Member

(e) Director, or Deputy Director of Family Service Center (FSC)/FSC Ombudsman Liaison

(f) Naval Training Center ACOS, Religious Programs

(g) Assembly Action Officer (NTC Staff Public Affairs Officer (PAO))

f. The Assembly Advisory Board will support and advise the Assembly is charged with program planning and other duties, as assigned, with support in materials and clerical assistance from CNTC and/or the FSC staff, as required. The Advisory Board shall meet quarterly.

g. The Ombudsman Training Academy (OTA), a formal training mechanism was developed to inform Ombudsmen of support sources and to teach them how to use the tools at their disposal to assist the Navy

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command families. The OTA will meet periodically, as deemed necessary by the Assembly Advisory Board, but not less than annually in September. All Ombudsmen are encouraged to attend each OTA.

5. Action

a. Commanding Officers shall utilize the requirements of reference (a) to search for and select a qualified Navy family Ombudsman from spouses within their commands. Commanding Officers must maintain close contact with their Ombudsman, keeping that person informed of pertinent organizational policies and decisions so that the Ombudsman may be employed to the greatest advantage. The Commanding Officer shall ensure the Family Ombudsman receives copies of reference (b) for guidance.

b. Newly appointed Ombudsmen should contact the Assembly Chairperson to join the Assembly roll, to receive initial training, if required, and to receive copies of the Ombudsman handbook and the current roster of Navy Family Ombudsmen in the Great Lakes area.

c. A roster of the active area Ombudsmen will be maintained by the NTC Command Master Chief (CMC), Code 00E, Building One, Great Lakes, IL 60088-5000, and distributed to Ombudsmen to facilitate interaction and cooperation. Letters of appointment and termination shall be filed with the CMC to ensure the roster remains current.

d. Enclosures (1) and (2) are sample letters to be used for the selection of the Command Ombudsman and appointment of the Assembly Advisory Board Members.



EDWARD E. HUNTER

Distribution:  
NTCGLAKESINST 5216.5M  
List I, II Case A), III-A, B, C, IV

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From: Commanding Officer

To: \_\_\_\_\_, Ombudsman

Subj: SELECTION AS OMBUDSMAN FOR \_\_\_\_\_ (COMMAND)

Ref: (a) OPNAVINST 1750.1D

1. In accordance with reference (a), you are hereby selected as an Ombudsman for \_\_\_\_\_.

2. Fully realizing the vital contribution made by Navy spouses in the course of the service member's career, it is essential that they remain an active, informed part of the Navy Team. You, as command Ombudsman, are charged with the responsibility of representing them in matters relating to the welfare and morale of command families. Additionally, as command Ombudsman, I request that you:

a. Promulgate all significant data of concern to families in a timely and informative manner.

b. Establish yourself as a command communications link.

c. Establish yourself as a community services information source.

d. Establish yourself as a referral guide.

e. Develop effective community relations.

f. Serve as a personal liaison between spouses and the command.

g. Serve as interpersonal helper to the families.

h. Attend and actively participate in all meetings of the Great Lakes Ombudsman Assembly as command representative.

i. Attend the annual Ombudsman Training Academy.

3. In carrying out your assigned duties as command OMBUDSMAN, you should report to the Commanding Officer. Your point of contact within the command is the Command Master Chief and you should communicate with him or her on a regular basis.

4. In accepting this unique position of responsibility, you demonstrate those characteristics of personal concern, selfless dedication and pride in professionalism that are the benchmark of this command and the Navy family. Please accept my sincere appreciation for your willingness to assist in our "team" effort and heartfelt best wishes for continued success.

(Commanding Officer's signature block)

Encl (1)

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From: Commander, Naval Training Center  
To:

Subj: APPOINTMENT AS OMBUDSMAN ASSEMBLY ADVISORY BOARD MEMBER  
Ref: (a) OPNAVINST 1750.1D

1. In accordance with reference (a), you are hereby appointed as an Ombudsman Assembly Advisory Board Member.
2. Fully realizing the vital contribution made by Navy spouses in the course of the service member's career, it is essential that they remain an active, informed part of the Navy Team. You, as an Assembly Board Member, are charged with the responsibility of supporting and guiding the Ombudsman Assembly in matters relating to the welfare and morale of command families.
3. In accepting this unique position of responsibility, you demonstrate those characteristics of personal concern, selfless dedication and pride in professionalism that are the benchmark of this command and the Navy family. Please accept my sincere appreciation for your willingness to assist in our "team" effort.

(Commander's signature block)

Encl (2)