

Position: Patient Family Advisory Council Volunteer (Patient Family Advisor)

Reports to: PFAC Staff Chair and Volunteer Services Director.

Hours of Schedule: Scheduled time is based on the committee meetings. From time to time additional time will be spent preparing for the meetings or in preparation of assigned deliverables.

Role:

Patient & family advisors work in a variety of healthcare settings sharing their personal stories to represent all patients & families in providing an educated perspective of care by bringing authenticity, empowerment, respect and inspiration to the design and delivery of healthcare systems. Patient & family advisor roles include partner, educator, speaker, listener, advocate, collaborator and leader ensuring the focus of healthcare is centered on the patient & the family.

Qualifications:

- Demonstration of effective interpersonal skills
- Demonstration of strong communication skills
- Ability to function as member of the team
- Desire to address and work towards goals of the committee
- Ability to actively listen
- Positive, service-oriented, with a personable and friendly attitude

Specific Responsibilities:

- Represent the community
- Provide input based on personal experience and expertise
- Prepare for and attend meetings as outlined in the charter
- Complete assigned tasks within the guidelines set by the committee
- Report to the committee chair as required

General Responsibilities:

- Maintain confidentiality. Does not violate HIPAA rules.
- Knowledge of the physical layout of the department and the hospital.
- Follows GBMC Greater Behaviors: Respect, Excellence, Accountability, Teamwork, Ethical Behavior & Results
 - ✓ Performs Greater Greeting Standards for both telephone and Face-to-Face interactions
 - ✓ Performs Service Recover Standards: L.E.A.R.N. Model
- Volunteer according to GBMC policies and procedures.
 - ✓ Sign in and out when reporting to and leaving volunteer assignment,
 - ✓ Notify supervisory staff members of anticipated absences in writing and unanticipated by phone.
 - ✓ Notify Volunteer Services of absences that will be longer than 30 days.
 - ✓ Conform to established hospital dress code, including wearing volunteer uniform with the GBMC logo in plain view and wearing hospital issued name badge
 - ✓ Annual completion of Compliance and Safety activities: written compliance testing, and TB testing
 - ✓ Compliance with hospital health requirements as directed: Seasonal flu inoculation

I have read and received a copy of this Volunteer Position Description.

Volunteer Name: _____ Date: _____

Volunteer Signature: _____