

Patient and Family Advisor

Volunteer Position Description

Title	Patient Family Advisor	<i>Northwest Service Area</i>
Department	Volunteer Services	<i>Patient and Family Advisory Council (PFAC)</i>
Reports to	Volunteer Services Supervisor	
Reviewed	May 2020	

Position Summary	Shifts
Serves as a patient or family member perspective contributing ideas for improving the health care experience by participating in focused work groups, committees and on ad-hoc projects	Variable. Commitment of at least 4 hours monthly.

Qualifications

To fill this position adequately, an individual must be able to perform each essential duty satisfactorily. The requirements below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This includes good mental and emotional stability, the ability to sit, walk, or stand for long periods of time. You must be able to push or pull carts and wheelchairs where applicable, less than 300 lbs.

The accountabilities stated are intended to describe the general nature and level of work being performed. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All accountabilities will be performed according to established policies, procedures and guidelines within the department and Providence Health & Services Northwest Region. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Volunteer Requirements

Successfully completed the following requirements:

- Application & Interview for both: Patient & Family Advisory Council and Volunteer Services
- On-line Orientation
 - Volunteer Handbook and Code of Conduct booklet is on the website for volunteers as a resource guide (providence.org/VolunteerEverett)
- Health Requirements (TB testing, Immunization history, background checks and all paperwork)
- Hospital tour
- Annual Review Compliance Training through Volunteer Services

Mission, Vision, Values

1. Promote the mission, values, and vision of Providence Health and Services NW Region through positive interaction with staff, patients, families, visitors, and peers.
2. Comply with the absence, dress code and other hospital and departmental policies and procedures.
3. Keep all patient information strictly confidential.
4. Communicate effectively with people of all ages and cultures.
5. Ability to take direction and carry out duties independently and accurately.
6. Report issues and concerns in a timely manner to your supervisor.
7. The ability to hear well and speak clearly with a well-modulated voice.
8. Remain calm and reassuring in all circumstances.
9. Meet with the Manager/Supervisor of Volunteer Services within 72 hours upon request.
- 10. Maintain complete confidentiality about all activities and patients. If asked for information, please state that you cannot give out any information about patients' or family situations.**

For safety and regulatory requirements, volunteers are limited on the tasks they can perform. This list is an outline of services that you may not provide.

1. Provide direct patient care, toileting, lifting, repositioning, etc.
2. Enter contact precaution rooms
3. Transport non-ambulatory patients
4. Transport any patient who meets the bariatric patient definition
5. Work when ill or contagious (any staff may ask a volunteer to leave based on their symptoms)
6. Provide food or liquids without direction from the nurse assigned to that patient
7. Act as a sitter for suicidal or behaviorally challenged patients
8. Take responsibility for any patient valuables or belongings
9. Does not lift or transport any object whose size or weight may be too heavy for the individual
10. If uncertain, contact Volunteer Services before helping

Essential Responsibilities

An advisor may fill one or more of the following roles:

- Attend monthly PFAC meetings that include group updates, goal setting, presenters
- **Participate in focused work groups and committees:** Advisors may work with a team of care providers to enhance patient and family centered care on a unit or in a specific service area. Advisors will have current health care experience that is pertinent to the team with whom s/he will work. They will have input and influence policies and practices that have broad impact on the care and services that patients and families receive.
- **Ad-hoc roles:** Advisors may serve on a focus group or a short term performance improvement project. Specific experience may be a prerequisite for serving in this role.
- **Leadership:** A chair and co-chair advisor are elected by the council to serve a two year term with progression from co-chair to chair.

Volunteer Position Description Acknowledgement

I reviewed the above information and have been given an opportunity to ask questions. I meet all qualifications and with training, am able to perform all duties related to this position I understand that it is my responsibility to

decline any task that is outside the boundaries of this position and to decline any task that I am not prepared to safely perform.

Applicant Signature

Printed Name

Date

Our Mission

As expressions of God’s healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

Our Vision

Health for a Better World

Our Promise

“Know me, care for me, ease my way.”

Our Core Values

Compassion - Dignity - Justice - Excellence - Integrity