



BRANT COMMUNITY HEALTHCARE SYSTEM VOLUNTEER SERVICE DESCRIPTION

*The Brantford General, Brantford ON
Youth Advisory Council*

Mission:

To support BCHS in creating an inclusive youth oriented environment within The Brantford General Hospital. Youth Advisors will represent the perspective of patients and youth in decision making through a variety of activities such as monthly meetings, focus groups, improvement events, community promotions and youth advisory council projects.

Time Commitment:

- Members are required to be available up to 4 hours a month after school hours for the core Youth Advisory Council meetings as well as any after school hours for additional counsel projects that require the member's attention.
- **Hours acquired in this role can be applied to the high school volunteer hour requirement.**

Supervision / Accountability:

- Mental Health Program Youth Peer Support Specialists will support the Councils activities and oversee Youth Advisory Council Meetings.
- Mental Health Outpatient Manager will provide support for Council activities/meetings when required and act as a resource to the Youth Advisory Council.
- Regular reporting on the work of the Youth Advisory Council will be provided to the BCHS Patient and Family Advisory Council.

Training and Orientation:

- Attend General Hospital Orientation arranged by Volunteer Services.
- Attend Departmental Orientation to the Mental Health and Addictions Program.

Qualifications Necessary:

- You are between the ages of 17 – 24.
- You have experienced care at the BCHS Mental Health and Addictions Program and/or other community mental health services.
- You have access reliable internet to participate (as meetings will start virtually).
- You have a willingness to support positive change in the healthcare sector and community.
- You have an ability to voice your opinion in a constructive and positive way.

Responsibilities:

Youth Advisors are important healthcare partners. Each partnership results help meet the needs and priorities of our youth patients and youth within the community.

Youth Advisors have direct input and influence on the policies, programs and practices that affect the care and services that people receive at the Brant Community Healthcare System.

Role:

- A Youth Advisor offers input into patient care and the organization processes in order to advocate for patient and youth experience in the Brant Community Healthcare System.
- A Youth Advisor may participate in activities such as:
 - Feedback groups
 - Rapid Improvement Events (RIEs)
 - Quality improvement Initiatives
 - Program, policy and facility evaluation
 - Youth Led projects to encourage a youth inclusive environment
 - Mental Health Week
 - Program and community promotions
 - Promote an inclusive environment

Criteria:

- Youth between the ages of 17-24.
- You have experienced care at the BCHS Mental Health and Addictions Program and/or other community mental health services.
- Access to reliable internet to participate (as meetings will start virtually).
- Committed, reliable and trustworthy and believe that their investment will help make a difference for other youth.
- Willing to share insights and information about care experiences in order for others to reflect on improvements.

- Able to see beyond their own personal experiences and show concern for more than one issue or agenda.
- Active listener who will respect other person's perspectives.
- Comfortable speaking in a group and interacting well with others.
- Able to work in partnerships with others.
- Be committed to improving care for youth.
- Able to maintain confidentiality of patient and organizational information.
- Time commitment – able to meet up to 4 hours a month after school hours to address council projects.

Additional Comments:

- We welcome applications from culturally diverse communities including the BIPOC and LGBTQ2S+.
- Volunteers who do not adhere to the policies and guidelines of the volunteer program are subject to a progressive discipline procedure including:
 1. Discussion of concern.
 2. Opportunities to correct.
 3. Evaluation.
 4. Dismissal if necessary.

Note: This procedure will include the volunteer and Department Manager or designate.