



VOLUNTEER POSITION DESCRIPTION

Position Title:	Patient and Family Advisor		
Department/Site:	BGH – A-wing, Level 2		
Volunteer reports to:	Patient Experience Coordinator Chair of committee or working group	Report Absences to:	Volunteer Engagement and Department at Ext. 2177
Date Created:	July 2017	Date(s) Revised:	January 2024
Position Summary:	To support BCHS strategic directions and priorities, Patient and Family Advisors will represent the perspective of patients and families in decision making in a variety of forums such as quality working groups, improvements events and standing committees and focus groups.		
Responsibilities:	<p>Patient and Family Advisors are important healthcare partners. Each partnership results in more efficient planning, and helps meet the needs and priorities of our patients and families and community.</p> <p>Patient and Family 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.</p> <ul style="list-style-type: none">• The Patient Advisor offers input into patient care and organization processes to advocate patient/family needs from a broad perspective• The Patient Advisor may participate in activities such as Quality Councils, Working Groups, Task Forces and Committees.• Participate in focus groups and strategic planning initiatives• Participate in Rapid Improvement Events (RIEs)• Participate in Quality Improvement Projects (QIPs)• Participate in program, policy and facility evaluation		
Skills, Attributes and Qualifications:	<ul style="list-style-type: none">• Patients or families of patients that have experienced care in an Ontario healthcare setting.• Willing to share insights and information about care experiences and show concern for more than one issue or agenda• Good listeners and respect the perspective of others• Comfortable speaking in a group and interact well with others• Able to work in partnerships with others• Committed to providing an exceptional healthcare experience for all• Exceptional communication skills• Ability to approach and interact with patients, families and visitors in an empathetic and tactful way, respecting privacy		

- Self-directed and able to take initiative
- Able to maintain confidentiality of patient and hospital information at all times
- Practice the BCHS core values of Compassion, Accountability, Respect and Equity
- Fluent in English; both written and verbal. Knowledge of other languages an asset.
- Access to required technology and reliable internet connection for virtual meetings via MS Teams or Zoom.

Time Commitment & Program Schedule:

- May be a one-time activity, such as sharing your hospital experience to healthcare providers or may involve participation on a committee, working group or team (Committees and program councils typically meeting monthly for 1 – 1.5 hours).
- Willingness to commit for a one year period

Orientation and Training:

- Online orientation modules
- General Volunteer Orientation
- Department specific training and orientation

Benefits:

- Make a positive impact in the lives of our patients and their loved ones
- Learn new skills; explore working in a healthcare environment
- Use your skills and experience doing meaningful work, contributing to our community and local healthcare.
- Free parking in hospital-owned lots
- Complimentary coffee and tea in volunteer lounge
- Opportunities to participate in staff and volunteer appreciation events, training and wellness programs
- Access to discounts through our Corporate Partners Program

Working Conditions: Infection Control

- Responsibility of everyone.
- Volunteers are expected to adhere to infection control guidelines and policies.
- Volunteers are not required or responsible for cleaning up any form of patient bodily fluid.

Physical Effort/ Environment

- This position is primarily active involving sitting, standing, walking

Patient Safety

- Safety (patient, worker & workplace) is a BCHS Corporate Priority. Volunteers will demonstrate good stewardship in the identification, reporting and mitigation of unsafe acts or conditions.
- Volunteers are expected to use and maintain safety devices and personal protective equipment correctly including hand washing.

- Volunteers have been oriented to the Emergency plans and are familiar with emergency response plans.