

University of Michigan
C.S. Mott Children's Hospital and Women's Hospital
Volunteer Family Advisor
Role and Responsibility Description

Objective: Bring the patient and family perspective and voice to design, operations, and education venues. Champion PFCC education among administration, staff, faculty, and students.

Position Summary: The Volunteer Family Advisor is a patient or family member who has experienced care in a clinic or hospital at the University of Michigan Health Systems (UMHS) or "other similar institution." The Volunteer Family Advisor works in partnership with the health care planners and providers to help make UMHS services more responsive to the needs of patients and families.

Specific duties (may include one or more of the following):

- Share perspectives, experiences, and suggestions in a variety of settings
- Help create, implement, and evaluate of policies, programs, and services
- Promote PFCC initiatives and Volunteer Family Advisor availability for meetings, presentation, publications, and correspondence
- Serve as PFCC resource for families and staff
- Respect and protect the confidentiality of patients, family members and employees at all times and in all circumstances
- Uphold UMHS mission, vision, ad values
- Uphold the PFCC mission, vision, and values

Successful Volunteer Family Advisors should be able to:

- Share insights and information about experiences in constructive ways
- See beyond their own personal experiences
- Show concern for more than one issue
- Listen well
- Respect diversity and differing opinions
- Speak comfortably in a group
- Work in partnership and collaborate on solutions
- Display a positive outlook on life
- Show compassion while maintaining boundaries
- Demonstrate commitment to customer satisfaction
- Be comfortable working with others who are experiencing high anxiety
- Maintain open communication with all staff

Supervision Received: The Volunteer Family Advisor will be supervised by the Patient and Family Coordinator

Criteria for Volunteering:

- Must complete UMHS volunteer orientation and sign HIPAA agreement annually
- Must undergo yearly criminal background checks
- Must complete PFCC orientation and yearly updates surrounding PFCC skills and communication
- Must wear UMHS volunteer identification badge visibly above the waist at all times during volunteer activities