

JOB DESCRIPTION

JOB TITLE: Patient Advisor (Volunteer Opportunity)

REPORTS TO: Director, Patient and Family Centred Care & Chief of Professional Practice

LOCATION: Erie St. Clair Local Health Integration Network (ESC LHIN)

DATE: December 2017

PRIMARY PURPOSE:

The Erie St. Clair LHIN (ESC LHIN) Patient and Family Centred Care (PFCC) Program and Patient and Family Advisory Council (PFAC) is a partnership of patient and family advisors, service providers, and LHIN employees who represent the patient and family experience. A total of 10-15 Patient Advisors will become members of the PFAC Council, and all other Patient Advisors will act as volunteers in areas such as program design, operations, employee education, corporate services, human resources, and policy venues, by individuals who have experienced care in the community and health care sectors.

KEY ACCOUNTABILITIES:

- Share personal experience from a patient and family's perspective within the health care system
- Provide input that will help create, implement, and evaluate policies, programs and services
- Assist as available for meetings, presentations, review of patient materials and policies, and interviews and employee orientation
- Serve as a PFCC resource for families and staff
- Respect and protect confidentiality of patients, family members, and employees at all times and in all circumstances
- Uphold the LHIN and PFAC Council's mission, vision, and values
- Participate in leadership training, coaching, and mentoring as needed
- To recommend potential Patient Advisors who represent the diversity of our communities

POSITION REQUIREMENTS:

Members will be selected and recruited in such a manner to ensure diversity is reflective of the LHIN's population makeup, including in relation to age, geographic distribution, gender, cultural diversity, socioeconomic status, and health experience within the health system.

KNOWLEDGE:

- Patient advisors can expect to have process/terminology explained as needed, and debriefing after each meeting if requested
- To be given the name and contact information for the organizational contact for the PFAC, and key contacts for the senior team
- To be respected for their insight and suggestions in a safe environment where concerns can be discussed
- Participation is voluntary and may be withdrawn at any time with notice. A minimum of a one-year commitment is desired

ACCOUNTABILITY AND DECISION-MAKING:

- To maintain confidentiality of patient and organizationally sensitive information
- To complete a Police Criminal Reference Check and yearly Offence Declaration Form
- To complete Patient Advisor orientation, privacy and AODA training, and sign a confidentiality form
- Ability to share insights and information about their experience in ways others can learn from them
- Possess good communication skills and ability to interact with a diverse group of individuals
- Violation of the ESC LHIN Code of Conduct or behavior that is in violation of the PFAC may result in termination of volunteer status

WORKING CONDITIONS:

Travel to and from meetings or conferences as required within designated areas of the ESC LHIN may be required. Mileage expenses will be covered by the ESC LHIN, respecting the ESC LHIN's internal travel process.

HEALTH AND SAFETY:

The Volunteer:

- Understands and complies with Health and Safety policies
- Uses and operates equipment appropriately and only when knowledgeable about its safe operation
- Reports defective equipment, hazards/concerns and Employee Incidents to their manager in a timely manner
- Takes precautions to protect him/herself and fellow workers from health hazards and unsafe working conditions