



Volunteer Description **Client & Family Advisor Role**

This role enables clients and their families the opportunity to have direct input and influence on the policies, programs, and practices that affect the care and/or services that individuals and families receive.

PURPOSE: Clients and their families are at the center of the service delivery system at Scarborough Centre for Healthy Communities (SCHC). The purpose of the involvement of Client & Family Advisors is to help to enhance communication and improve client satisfaction in a collaborative way. They can share their lived experiences in order to help shape the organization's care experience, balanced with representing the voice of the broader client and community.

REQUIREMENTS: MUST have lived experience with one or more SCHC program, community health care clinic, or other service delivered by SCHC.
Good understanding of both spoken and written English language.
A clear Vulnerable Sector Check and we can supply required form and instructions to obtain this.

ROLE DESCRIPTION: The Client & Family Advisor offers input into patient care, organization processes and advocates for client & family needs from a broad perspective.

May participate in activities such as:

- On-line Advisor: Be available by email to respond to questions about what might be important to you on a particular topic.
- Participate on Committees: Bring the Client & Family perspective to committee meetings such as the Client Advisor Forum.
- Story Sharing: Share your social and health care experiences with care providers and other clients.
- Short Term Projects: Be a partner in projects working to make improvements in specific provider and clinical services.
- Client Education Review: Review client education handouts, class materials, and other client communication materials.
- Other designated committees or projects related to client care as needed.

RESPONSIBILITIES:

- Promote a better understanding of the principles of Person & Family-centered health care among clients and the community.
- Assist in promoting positive relationships between SCHC and members of the community.
- Channel information, needs and concerns to the SCHC administration and staff.
- Be active consultants with regard to decisions and plans that affect SCHC clients and families.

WHAT CAN YOU EXPECT:

- To be treated in line with SCHC's ICARE values.
- A safe environment to discuss issues and concerns.
- To have processes/terminology explained as needed, and a de-briefing after each meeting, if requested.
- Be given the name and contact information for the organization/committee contact.
- Be listened to and respected for your insight and suggestions.
- May be invited to attend educational sessions.

STANDARDS of CLIENT & FAMILY ADVISOR ROLE:

- Maintain the confidentiality of client and organizational information.
- Adhere to the organization's Code of Conduct at all times.
- Should have some knowledge and awareness of personal and professional boundaries, and be sensitive and respectful of the diversity of backgrounds and cultures of everyone within the SCHC organization, including staff, clients, volunteers and students.
- Respects the skills, expertise and experiences of all committee members and brings an open mind to meetings.
- Share their opinions constructively while working closely with staff and other committee members in partnership and collaboration.
- Attends Person and Family Centred Care (PFCC) committee meetings when requested or provide input in other ways. Participation is voluntary and may be withdrawn at any time with notice.

ORIENTATION & TRAINING:

Must complete some PFCC orientation. Mandatory on-line SCHC Volunteer Training provided by Coordinator of Volunteer Engagement. Sign a Confidentiality and Conflict of Interest Form and agree to any additional training as required.

COMMITMENT: A minimum of 6 to 12 months commitment is preferred, and a longer commitment is desired *if possible*. We are flexible and willing to accommodate schedules when possible.

BENEFITS:

- Satisfaction of providing personal input on a regular basis to SCHC. You contribute to the continuous betterment of SCHC programs and services.
- Enhanced communication skills by interacting with others.
- Contribute your time and experience to a community-based organization.
- Understand the work culture of the non-profit organization.
- Giving back to the community, and network with other volunteers and staff.
- Inclusion at the annual SCHC Volunteer Appreciation event.
- After 6 months of regular contribution, a letter of hours can be provided if needed.