

Position Title: Patient & Family Advisory Council Volunteer	
Review Date: December 2024	Approved: Manager, Volunteer Services
Objective:	This volunteer position exists to help identify opportunities that have the potential to improve health care and service in relation to the delivery model within Saint Agnes Medical Center
Hours:	Minimum of 4 times per year with possibility of more meetings as determined by: PFAC Council.
Reporting to:	Brandon Miller: Manager of Volunteer Services
Qualifications:	<ul style="list-style-type: none"> ▪ Demonstrates good verbal and written communication skills. ▪ Extroverted, mature, positive individuals. ▪ Confidentiality ▪ Has had experience with Saint Agnes as a patient, or as a guardian or significant other of a family member who have been patients here.
Training:	As determined by the Manager of Volunteer Services
Competencies:	<ul style="list-style-type: none"> ▪ Understanding and following directions. ▪ Effectively working together with a council of colleagues and community members. ▪ Ability to commit to at least 4 meetings or more per year.
Responsibilities:	<ul style="list-style-type: none"> ▪ Notify designated staff member in assigned department of any absences; sign in and sign out when reporting to and leaving volunteer assignment; wear hospital-issued identification badge; maintain confidentiality at all times and do not discuss any information learned while on-site to anyone outside of the unit, department or hospital. ▪ Encouraging greater understanding of the healthcare experience through the eyes of the patient and family. ▪ Active Participation in establishing a strong partnership between colleagues, patients and families. ▪ Recommend improvements to services, programs and processes to better meet the needs of patients and families. ▪ Consider matters referred to you by SAMC colleagues.