

Volunteer Position Description

University of Colorado Hospital

Volunteer Position Title: Patient Family Advisor
Department: Patient Family Centered Care Advisory Council
Service Area: Inpatient/ Outpatient Setting

How will this position benefit patients, families, staff, department or hospital?

Our primary purpose is to serve as advisors to provide reasonable, valuable insight, suggestions and recommendations. The goal is to improve patient and family care at the University of Colorado Hospital from a patient/ family's point of view.

Skills and duties:

- Demonstrates a commitment to the Patient Family Centered Care Council by upholding the charter and purpose
- Be accountable to those whom they represent
- Reach out broadly and listen to the other patients, families, staff and community members, as opportunity arises. Share opinions in hospital forums and research studies about experiences as a patient or family member.
- Be committed to improving care for all patients and family members
- Present ideas to improve relationships between patients, families, staff and physicians.
- Respect the collaborative process and be willing to listen to differing views.
- Encourage all council members to share ideas and viewpoints
- Respect patient confidentiality at all times
- Record hours with the Volunteer Services CARE Team
- Only use ID for Patient Family Centered Care parking and for meetings
- Actively participate in committee forums.

How will the Patient/Family Advisor personally benefit from working in this position?

- Know that you are helping others by improving process and procedures within the facility.
- Opportunity to interact with staff and providers at a busy academic medical center.
- Opportunity to network with other organizations.

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