

Patient and Family Partner Volunteer

For the Patient and Family Partnership Council at Walter Reed Bethesda

POSITION DESCRIPTION:

You will serve as a member of the Patient and Family Partnership Council for Walter Reed Bethesda. The purpose of the Council is to improve the patient and family member experience and the quality of care for all patients and family members at Walter Reed Bethesda. Your role is to promote and enhance the patient/family member voice in decision making throughout the medical center.

EXPECTATIONS:

- Commitment to improve care for all patients and family members
- Willingness to listen and collaborate with other patients, staff and organizational leaders
- Ability to clearly communicate ideas and viewpoints
- Commitment to attend monthly meetings for one year
- Willingness to recruit new members
- Maintain confidentiality in all duties

RESPONSIBILITIES:

- To act as a resource for staff and leaders at Walter Reed Bethesda
- To provide a patient or family member's perspective on planning or operational matters
- To advise and make recommendations for a physically attractive environment that is responsive to the needs of patients and their families
- To serve as a vital link between Walter Reed Bethesda and the community it serves
- To be an active participant in council activities
- To prepare for and attend monthly meetings

COMMITMENT:

- You are required to serve for 1 year. (You may not serve longer than 3 years.)
- You are required to participate in monthly meetings.
- Based on your interest, you may choose to volunteer more of your time.

TRAINING REQUIRED (provided at no cost):

- Orientation
- Red Cross Volunteer Training – You are required to submit a volunteer application to the American Red Cross (ARC), and complete the ARC training. (WRB staff members are exempt from requirement because they already have appropriate certification.)
- Any additional training identified as necessary to perform Council duties

QUALIFICATIONS:

- Must be a patient or family member of a patient who has received or is receiving care at Walter Reed Bethesda within the last 3 years, **OR** a current staff member in good standing at Walter Reed Bethesda*
- Able to communicate and work with leaders whose backgrounds, experiences, and communication styles may be very different from your own.
- A positive approach and ability to share and see many different points of view.
- Good listening skills.
- Enthusiastic about the Walter Reed Bethesda mission and vision.
- Ability to share both positive and negative experiences in a constructive way.
- Willing to become an American Red Cross Volunteer to receive appropriate certification (to include a security clearance).

*Attention WRB Staff Member Applicants: If selected for the Patient and Family Partnership Council, you will have to obtain approval to commit the required time from your chain of command.