
Position Title: PAIR Mentor Lead Parent

FCC Level: 4

Issue Date: 2/2014

Objective: Serves in a leadership position and works directly with the Parent Mentor Coordinator, PAIR mentors and appropriate St. Jude staff.

Hours: Meeting times and office hours vary weekly.

Qualifications:

- Parent of a child who has been a patient at St. Jude Children's Research Hospital.
- Patient is at least one year off active "on-therapy" treatment
- Previous experience as a PAIR Mentor is required.
- Commitment of at least 1 year with consecutive years of service per the Parent Mentor Coordinator and Director of Volunteer Services' discretion.

Training: Successful completion of Volunteer Services orientation and other on-boarding activities as requested, annual volunteer and FCC training, PAIR Mentor training and any other secondary training as determined by the Parent Mentor Coordinator.

Competencies:

- Exceptional verbal, written, interpersonal and customer service skills required.
- Ability to relate to diverse age and demographic backgrounds. Sound understanding of concepts of Family Centered Care.
- Demonstrates organizational, problem solving and negotiation skills, emotional maturity and the ability to partner with other parents and staff in a professional way.
- Capable of working with a diverse customer population, expressing global empathy and adapting to unique situations.
- Demonstrates an independent work initiative.

Responsibilities:

- Serves as a parent volunteer in the family centered care program
- Approaches new families referred to the program to ask if they'd like to join or be mentored. Follows up until family accepts, declines or there is no response.
- Enters data into the database for recruitment and encounters.
- Contacts mentors and families as their 12 week mark is reached to evaluate the program, graduate them, or re-enroll if needed.
- Shadow and observe new mentors during their first face-to-face encounter and sign off on their competencies.
- Assists in planning and leading content for several sections in new mentor trainings.
- Assists in planning and leading debriefing sessions.

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- Serves on the PAIR Mentor Steering Council.
 - Speaks on behalf of the program when appropriate to a variety of audiences, internal and external.
 - Assists in the recruitment process by calling and conducting the initial screening of PAIR mentor candidates.
 - Respects and protects the confidentiality of patients, family members and employees at all times and in all circumstances.
 - Promotes patient and family centered care in clinical, educational and research programs within St. Jude Children's Research Hospital.
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I have received a copy of my position description and have had the opportunity to ask questions. I have read and understand my role and responsibilities as a PAIR Mentor.

Signature

Date