

Position Description

PAIR Mentor

Position Title: PAIR Mentor

FCC Level: 3

Issue Date: 4/2012; Reviewed/Updated: 2/2014

Objective:	Supports newly diagnosed patient parents by providing an outlet for communication and rapport with trained parent partners who understand the impact of the child's illness from the parental perspective. Promotes open communication between the parent and the staff through guidance in effective and appropriate communication, assistance in retrieval of information, development of self- efficacy as communication skills and confidence improve, and advocate for additional resources if needed.
Hours:	Varies depending on each mentee's needs.
Qualifications:	<ul style="list-style-type: none"> • 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 • Commitment of at least 1 year of service.
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:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • Serves as a parent volunteer in the family centered care program • Completes volunteers services orientation and other on-boarding activities as requested • Completes annual volunteer and family centered care training • Offers support and uses guided communication to assist the parent (mentee) in identifying: parent's own coping style, communication needs, self-care needs, and the needs of other children and family members; • Use established methods of communication to provide information and accept feedback in the mentoring session

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- Meets with newly assigned mentee within 48 hours of receiving the assignment
 - Follows professional boundaries policy in establishing relationship with mentee.
 - Complete necessary documentation and reporting expectations
 - Mentoring encounter form after each after each mentoring encounter(s) or mentoring day, for each mentoring session
 - Debriefs with the Program Coordinator after mentoring encounter(s) or mentoring day
 - Periodic completion of program surveys
 - Assists, when requested, with the design, implementation and evaluation of services, programs or systems that enhance services to families.
 - Participate in mentor group meetings on a regular basis
 - Mentors will not provide therapeutic counseling, medical advice or tangible resources.
 - Respects and protects the confidentiality of patients, family members and employees at all times and in all circumstance.
 - Promotes patient and family centered care in clinical, educational and research programs within St. Jude Children's Research Hospital.
 - Functions within the established boundaries of the assigned role and scope of responsibilities at all times
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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