

Position Description

QoL Parent Educator



Position Title: Quality of Life Parent Educator

FCC Level: 3

Issue Date: 3/2014

Objective:	Under the direction of the Bereavement Coordinator, the Quality of Life Parent Educator will participate in St. Jude specific staff educational seminars. In addition, the parent educator may also be asked to serve on the parent panel for the Day of Remembrance or panel discussions presented by the Quality of Life team. QOL Parent Educators are formally trained in communication and presentation skills in addition to current grief and bereavement information. The QOL Parent Educator also understands the impact of the loss of a child from the parent perspective.
Hours:	Time commitment will vary based upon the number of educational programs that the parent educator attends at St. Jude yearly.
Qualifications:	<ul style="list-style-type: none"> • Commitment of 2 years of service at the discretion of the Bereavement Coordinator. • Adult family member of a deceased child who has been a patient at St. Jude Children's Research Hospital • Previous volunteer experience is helpful • Must be at least two years from the anniversary of the child's death and at the discretion of the Bereavement Coordinator
Training:	
Competencies:	<ul style="list-style-type: none"> • Demonstrates independent work initiative • Possess exceptional verbal, written and interpersonal skills necessary for communication with clinical staff and lay persons, and serving on parent panels, where appropriate. • Ability to collaborate with the multi-disciplinary team, Bereavement Coordinator and other St. Jude staff • Possess sound understanding of the concepts of Family Centered Care. • Demonstrates exceptional skills in organization, problem-solving, negotiation, active listening, empathy and compassion. • Demonstrates empathy and a sound understanding of the concepts of parental and sibling grief & bereavement • Successfully demonstrates "Telling Your Story" in a concise and appropriate manner • Demonstrates understanding of gender differences in grief & bereavement; helpful communication skills to support grieving

families; theories of grief and bereavement spiritual and physical manifestations of grief; normal vs. complicated grief and the concept of anticipatory grief

- Identifies the tasks of mourning; differences in expression of grief based upon developmental age; impact of resiliency in the grief process; myths and misconceptions of grief and factors affecting grief and bereavement and what concepts and strategies help grieving families
- Demonstrates understanding of the triggers of stress-related compassionate fatigue and self-care strategies for staff
- Follows institutional professional boundary policy
- Demonstrates the ability to use self-care skills to manage stress and compassionate fatigue
- Respects and protects the confidentiality of patients, family members and employees at all times and in all circumstances
- Demonstrates flexibility and adaptability in unique and challenging situations.

Responsibilities:

- Serves as a parent volunteer in the Family Centered Care Program
- Promotes patient and family-centered care in clinical, educational and research programs within St. Jude Children's Research Hospital.
- Respects and protects the confidentiality of patients, family members and employees at all times and in all circumstances.
- Understands the importance of signs of compassionate fatigue in staff and self-care interventions.
- Use established methods of communication to provide information and accept feedback in the staff related educational activities.
- Follows St. Jude professional boundary policy in establishing relationship with mentee
- Assists, when requested, with participation in the Day of Remembrance Parent Panel and other St. Jude educational activities as identified by the Bereavement Coordinator or Clinical Director of the Quality of Life/Palliative Care Program.
- Will be available by teleconference for specific training for St. Jude educational programs with the Bereavement Coordinator and members of the psychosocial team.
- Quality of Life Parent Educators will NOT provide therapeutic counseling, medical advice or recommend local resources to family.

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 Quality of Life Steering Council Member.

QOL Steering Council Member Signature

Date