

Position Description QoL Parent Mentor



Position Title: Quality of Life Parent Mentor

FCC Level: 3

Issue Date: 02/2013; Reviewed/Updated: 02/2014

Objective:	Under the direction of the Bereavement Coordinator, the Quality of Life Mentor will provide support to parents either at the end of life or newly bereaved parents by establishing a rapport through on-going communication. In addition, Quality of Life Parent Mentors will also provide co-mentorship in collaboration with PAIR mentors, where appropriate. QOL Parent Mentors are formally trained bereaved parent partners who understand the impact of the loss of a child from the parent perspective.
Hours:	Quality of Life Mentor hours will vary based upon the number of assigned mentees and their needs at the discretion of the Bereavement Coordinator.
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:	Successful completion of primary Volunteer Services/FCC orientation, PAIR MENTOR training and advanced bereavement training as deemed appropriate by the Bereavement Coordinator. Completes annual FCC and volunteer training.
Competencies:	<ul style="list-style-type: none"> • Demonstrates independent work initiative • Possess exceptional verbal, written and interpersonal skills necessary for communication with bereaved parents, documentation of bereavement encounter 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

- Identify pink/red flags that are warning signals and report to Bereavement Coordinator immediately
- Identifies appropriate bereavement resources available in the St. Jude Bereavement Library for mentees
- 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:

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- 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.
 - Offers support and uses guided communication to assist the parent (mentee) in identifying the parent’s own coping style, communication needs, self-care needs, validation of normal grief and bereavement as well as anticipatory grief.
 - Assists the parents in identifying the specific needs for siblings and other family members
 - Use established methods of communication to provide information and accept feedback in the mentoring session.
 - Contacts the newly assigned mentee within 48 hours after the assignment.
 - Follows St. Jude professional boundary policy in establishing relationship with mentee
 - Complete necessary documentation and reporting expectations (i.e. encounter form) within 48 hours of encounter. Any pink/red flags picked up during the phone conversation will be discussed with the Bereavement Coordinator the same day of the conversation for appropriate follow-up by the Bereavement Coordinator and psychosocial team.
 - Assists, when requested, with participation in the Day of Remembrance Parent Panel and other staff related events as identified by the Bereavement Coordinator.
 - Will be available by teleconference for quarterly mentor debriefings with the Bereavement Coordinator and members of the psychosocial team
 - Will contact the Bereavement Coordinator for one-one debriefing when identified by the mentor
 - Quality of Life Mentors 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