



Position Description

Family Centered Care (FCC) Project/Service Adviser

Position Title: Family Centered Care Project/Service Adviser

FCC Level: 3

Issue Date: 10/2014

Objective: Apply one's expertise related to receiving or experiencing patient family care and services at St. Jude, to a specific project or service being offered

Hours: Varies by the scope of the project or service rendered

Qualifications:

- Adult, former or current St. Jude patient, caregiver or family member
- Commitment to at least one year of service
- Ability to use email and manage documents/attachments effectively
- Maintain functioning access to internet service

Training:

- Successful completion of Volunteer Services and FCC orientations and other onboarding activities as requested, annual volunteer and FCC training.
- Successful completion of additional training activities as indicated by the needs of the project or service

Competencies:

- Work effectively and respectfully with others and without direct supervision
- Respect and protect the confidentiality of patients, family members and employees at all times and in all circumstances
- Possess sound understanding of the core concepts of FCC
- Able to share and apply one's own experiences while also representing the global patient population at St. Jude

Responsibilities:

- Wear FCC ID badge, FCC lanyard and FCC button if on St. Jude campus
- Record volunteer hours and submit to FCC services for recording
- Demonstrate independent work initiative
- Maintain effective and appropriate communication with St. Jude staff as indicated
- Consistently maintain the project or deliver service according to set guidelines
- Report results of the project, including volume, quality and variances, to appropriate St. Jude staff member, to maintain the highest quality outcomes

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 _____.

Signature

Date