

Position Description QoL Steering Council Member



Position Title: Quality of Life Steering Council Member

FCC Level: 4

Issue Date: 2/2014

Objective:	Works under the direction of the Bereavement Coordinator and other appropriate St. Jude Staff to provide leadership, insight, support and education in the area of grief and bereavement care for families and staff. Assists the Bereavement Coordinator with bereavement program development and implementation.
Hours:	Council members can expect to work approximately 25 hours a month, however, the number of hours may vary based monthly participation in St. Jude activities.
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 or leadership 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 program/project development and implementation as well as parent and staff education. • 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

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- 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.
 - 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.

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- Serves as a parent volunteer in the Family Centered Care Program
 - Serves on the Quality of Life Steering Committee
 - Advises the institution (from a parent and family-centered care point of view) on issues related to grief and bereavement support, care and education for families and staff.
 - Serves as an on-site FCC resource for families and Staff.
 - Serves as a liaison to the Family Advisory Council (FAC) and other family centered care committees or Councils with the purpose of providing information such as updates, action plans and outcomes for activities for assigned project or opportunity.
 - Promotes patient and family-centered care in clinical, educational and research programs within St. Jude Children's Research Hospital Supports the QOL subcommittees through bi-directional
 - Information sharing, training and services appropriate to bereaved parent advisors
 - Collaborates with the Bereavement Coordinator on special projects, strategic planning and parent roles during staff educational programs
 - Supports the QOL subcommittees through bi-directional Information sharing, training and services appropriate to bereaved parents/parent educators
 - Assists the Bereavement Coordinator with training and transition during co-mentorship with PAIR mentor
 - Participates in PAIR mentor training during discussion of scenarios related to grief and bereavement when requested by Bereavement Coordinator
 - Assists with the design, implementation and evaluation of services, programs or systems that enhance bereavement services to families and staff.
 - Available to be present and participate in monthly meetings and other possible meetings by phone conference
 - Participates in panel discussions, parent education as identified by Bereavement Coordinator

Responsibilities:

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