



## Transgender Health Program (THP) Volunteer Opportunity

### **THP Educator/Advocate**

#### **DESCRIPTION:**

Volunteers in this assignment provide information, referral, accompaniment and non-medical support by providing personal presence for transgender and gender non-conforming prospective and/or current patients at OHSU. At times, the individuals requiring information or support are the patient's family members. In this role volunteers will also provide assistance and support to the THP Program Coordinator in the development and delivery of the transgender awareness and responsiveness training to the OHSU community. Volunteers may also participate in community engagement events to promote the THP and raise awareness of services available at OHSU. Volunteers have the unique opportunity to learn how to establish a greater level of confidence in supporting each individual patient's well-being through listening, offering information and providing a presence as they navigate care while also supporting the education of the workforce to be responsive to this population of patients. Volunteers will learn not only the necessary skills to be effective in this assignment, but also gain insight on how they can enrich their daily interactions with all people.

#### **TIME COMMITMENT**

12 hours per month for a minimum of 6 months  
Shift Times: Variable – to be determined with each volunteer

#### **RESPONSIBILITIES**

- Able to demonstrate knowledge of, and adhere to, OHSU Volunteer Services Policies & Procedures and related OHSU policies and procedures, including but not limited to those regarding confidentiality, fire, chemical and infection control
- Attend all required trainings
- Attend orientation with the Program Coordinator of the THP
- Connect with patients and/or their support system to collect and/or offer requested information and referral and inform THP Program Coordinator of patient's needs
- Establish a caring compassionate, but professional, relationship with patients and families
- Communicate with patients and families to create an environment that is non-judgmental, compassionate and respectful to their needs.
- Provide a calm presence
- Send out an email to the Program Coordinator at the conclusion of your shift detailing your shift and highlighting contacts for information and referral, patient/family or provider requests, education related activities,

#### **QUALIFICATIONS**

- Able to respect privacy and keep information about patients and staff strictly confidential
- Demonstrate appropriate dress code, including natural nails no longer than ¼ inch
- Must be able to demonstrate and maintain a positive, caring and compassionate attitude

- Recognize and respect the multi-cultural needs of our patients and families; with a non- judgmental and accepting attitude
- Communicate effectively with patients, families and staff
- Must be able to communicate clearly in English (multiple language skills are an asset)
- Exhibit a strong work ethic, accuracy, attention to detail and organizational skills
- Must be able to understand and follow directions
- Able to work independently and as part of a team
- Able to demonstrate and maintain a positive, calm, caring and compassionate attitude (excellent customer service skills)
- Demonstrate flexibility, independence, initiative and responsibility
- Must be reliable, energetic and motivated with an interest in public service in Healthcare

### **TRAINING**

- Complete all required trainings as directed by the Transgender Health Program
- Complete all required health care environment compliances
- Complete assignment specific trainings as required by Volunteer Coordinator and Program staff

### **COMPETENCIES**

- Adherence to clinical dress guidelines and professionalism.
- Locate fire pull and extinguisher
- Adherence to healthcare environment policies and procedures, including but not limited to confidentiality, fire, chemical and infection control policies
- Demonstrate adherence to OHSU Volunteer Services Policies & Procedures and related OHSU policies

### **SUPERVISION**

The supervision of the volunteer is directed by the Program Coordinator of the Transgender Health Program.

For more information about the THP please visit [www.ohsu.edu/transhealth](http://www.ohsu.edu/transhealth) or please contact:

[transhealth@ohsu.edu](mailto:transhealth@ohsu.edu)

(503) 494-7970