



OHSU Visitors and Volunteers Volunteer Position Description

Note: Volunteers must be able to perform the functions of the position with or without reasonable accommodations. All individuals with disabilities are encouraged to seek reasonable accommodation.

Action Requested:	New position: <input checked="" type="checkbox"/> Revised position: <input type="checkbox"/>	Date completed/revised:	
Prepared by:		Phone:	503-418-5376

1. GENERAL POSITION INFORMATION:	
CLASSIFICATION/TITLE Cystic Fibrosis Patient Partner Volunteer (Direct)	DEPARTMENT NAME/LOCATION OHSU Adult Cystic Fibrosis Center
VOLUNTEER NAME	OVV SUPERVISOR Elizabeth Montoya Osborne, MFA
MISSION GROUP Healthcare	VOLUNTEER SUPERVISOR Alana Talob, MSW, LCSW Colleen Turney, MSW, CSWA
CHECK ALL THAT APPLY: <input type="checkbox"/> Applicant is a current/former OHSU employee <input type="checkbox"/> Applicant is a current/former OHSU student	

2. POSITION SUMMARY:
Background information about the program/department Cystic Fibrosis (CF) is an inherited disorder that causes repeated lung infections, digestive problems, and other complications. It is progressive, meaning it worsens over time. OHSU is one of two cystic fibrosis care centers in Oregon and our center provides care for patients from all over the state of Oregon and parts of Southwest Washington. People with CF usually hospitalized for up to 14 days when they are experiencing an exacerbation.
Summary of qualifications (includes minimum age requirement) Volunteers must be 18 years or older and should have knowledge of Cystic Fibrosis. Volunteers must be able to communicate effectively, listen empathetically, maintain appropriate boundaries, respect privacy and keep information about patients, families, and staff, strictly confidential. Volunteers must be able to recognize and respect the multi-cultural needs of our patients and families with a non-judgmental and accepting attitude.
Summary of duties <ul style="list-style-type: none">• Under the direction of the OHSU Cystic Fibrosis Medical Team, volunteer will visit with hospitalized CF patients at bedside or by phone to provide non-therapeutic and non-clinical emotional support.• Working in collaboration with the Adult CF team, participate in meetings as needed in support of QI efforts.
Summary of patient population/types interactions <ul style="list-style-type: none">• Adult cystic Fibrosis (CF) patients and their social support systems.• Interaction with Adult CF team in support of QI projects.



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3. KEY RESPONSIBILITIES:			
Key Responsibilities & Performance Standards	% Of duties	Essential Function (Yes/No)	
Assist/support patient and families <ul style="list-style-type: none"> Establish a caring and compassionate relationship with CF patient and family. Provide the opportunity for patients to discuss feelings, frustrations, successes, and challenges. Demonstrate active listening skills; use supportive validation. Provide social connection and companionship care with patients with activities like drawing, coloring, playing cards. If patient has no mobility issues, and with permission from staff, take walks with patients for companionship. Provide available cystic fibrosis resources Give feedback and receive feedback constructively. 	75%	Yes	
Assist with department efficiency and staff needs <ul style="list-style-type: none"> Respond to volunteer requests from the CF team members within 48 hours. Consult with CF SW and/or CF team to receive patient report/updates. Coordinate the CF patient volunteer visit with the inpatient nursing staff. Introduce self as CF Patient Support Volunteer and request permission for support visit from the CF patient. Participate in patient quality improvement projects/resource gathering with CF team as needed. 	25%	Yes	

4. QUALIFICATIONS:	
As part of the qualifications requirement, the following Core Competencies are expected of all OHSU affiliates regardless of their position within the organization.	
Inclusion, Collaboration and Teamwork:	Every person matters. We benefit from the rich variety of ideas, skills and perspectives that emerge when we work together. Our collaboration fuels innovation, better solutions to complex problems, and a sense of community. Cultivating a climate of inclusion and respect enables us to partner with those who can help OHSU achieve its vision.
Organizational Perspective:	We are all connected. Whether our role is caring for patients, inspiring students, advancing scientific knowledge, or supporting those endeavors, each person's work impacts another's. When we understand how our actions and decisions affect the whole, we can better align the needs of our workgroup with the best interests of OHSU. We have a common purpose that guides what we do and why.
Performance Results:	We work hard to make great things happen. We hold ourselves and our colleagues to high standards of performance that are focused on results. We pursue excellence by giving and receiving feedback openly and directly. We continually seek to improve ourselves and our work by setting goals, measuring



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	outcomes and developing our knowledge and skills. We exceed expectations in pursuit of our vision.
Personal Effectiveness:	We are strong in character. As individuals, we value integrity and inspire trust. We meet obstacles with calm resolve, and can adapt quickly to change. We continue to move forward, even when the way is unclear. Each of us aspires to be our best self, accountable for the work we do and dedicated to the purpose of OHSU.

Qualifications	Required	Preferred
Education:	<ul style="list-style-type: none"> • Be familiar with the Cystic Fibrosis information found on cff.org • Read recommended articles on CF as assigned by the CF medical team prior to beginning the volunteer assignment 	<ul style="list-style-type: none"> • n/a
Experience:	<ul style="list-style-type: none"> • Volunteer experience in a medical setting and/or with chronically ill patients and/or have relevant experience with people with CF 	<ul style="list-style-type: none"> • Experience volunteering in other hospitals or clinics
Job Related Knowledge, Skills and Abilities (Competencies):	<ul style="list-style-type: none"> • Adherence to Professional Appearance Guidelines, including, but not limited to: natural nails no longer than ¼ inch, and no fragrances. Closed-toe shoes are required. • Able to 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 Visitors and Volunteers Policies and Procedures as well as related OHSU policies. 	
Compliance:	<ul style="list-style-type: none"> • Code of Conduct • Respect in the workplace • Applicable policies, procedures and agreements related to position, department or OHSU as a whole • Clear criminal background check • Completed Compass trainings as assigned by staff 	Not applicable



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	<ul style="list-style-type: none">• Medical Clearance as directed by Occupational Health• New Volunteer Orientation• New Volunteer Interview• OHSU ID Badge• Assignment-specific training	
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5. VOLUNTEER CONDITIONS:

Commitment requirement:

Up to (4) hours per week for a minimum of six months and 26 shifts after orientation and/or trainings. Time commitment will vary based on hospital capacity and need.

Hours of Operation:

M-F 8am-5pm

Volunteer Shift(s):

Based on number of cystic fibrosis patients hospitalized.

Volunteer Conditions:

Able to work independently and as part of team.

6. PHYSICAL DEMANDS & EQUIPMENT USAGE:

Volunteers may request accommodations through the Affirmative Action Equal Opportunity for any of the following:

- Be able to be in a stationary or ambulatory position for an extended period of time
- Be able to operate a wheelchair

7. TRAINING

- Complete all required healthcare environment compliances
- Complete assignment-specific trainings and/or orientations as required by Program staff
- Training on proper use of PPE (mask, gloves, and goggles) which will be provided by the department

8. SIGNATURES/APPROVALS:

My signature denotes that this position description is an accurate and correct statement of the essential functions, responsibilities and requirements assigned to this position.

	Type Name	Signature	Date
VOLUNTEER			
SUPERVISOR		Alana Talob, MSW, LCSW	