



## 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.*

<b>Action Requested:</b>	New position: <input checked="" type="checkbox"/> Revised position: <input type="checkbox"/>	<b>Date completed/revised:</b>	5/3/23
<b>Prepared by:</b>	Elizabeth Montoya Osborne	<b>Phone:</b>	503-418-5376

<b>1. GENERAL POSITION INFORMATION:</b>	
<b>CLASSIFICATION/TITLE</b> Cystic Fibrosis Patient Partner Volunteer	<b>DEPARTMENT NAME/LOCATION</b> OHSU Adult Cystic Fibrosis Center, PPV and CHH2
<b>VOLUNTEER NAME</b>	<b>OVV SUPERVISOR</b> Elizabeth Montoya Osborne, MFA
<b>MISSION GROUP</b> Healthcare	<b>VOLUNTEER SUPERVISOR</b> Alana Talob, MSW, LCSW Colleen Turner, MSW, CSWA
<b>CHECK ALL THAT APPLY:</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Applicant is a current/former OHSU employee</li><li><input type="checkbox"/> Applicant is a current/former OHSU student</li><li><input type="checkbox"/> Applicant will be participating in-person, but will not have direct patient contact</li><li><input type="checkbox"/> Applicant will be participating in a remote-only capacity</li></ul>	

<b>2. POSITION SUMMARY:</b>
<b>Background information about the program/department</b> <p>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 and Northern California. OHSU's Adult CF Care Center has an ongoing quality improvement project that looks to improve both the patient experience and the quality of care patients receive at our center. An imperative and necessary part of QI is having patient partners as part of the team to contribute their patient perspective in improving CF care.</p>
<b>Summary of qualifications (includes minimum age requirement)</b> <p>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.</p>
<b>Summary of duties</b> <ul style="list-style-type: none"><li>• Work in collaboration with the Adult CF team by participating in meetings in support of QI efforts and the Cystic Fibrosis Learning Network (CFLN).</li><li>• Participate in the Partnership Enhancement Program (PEP) trainings by the Cystic Fibrosis Foundation.</li><li>• Work with the Adult CF team on other patient-facing/patient-focused activities.</li><li>• Provide and receive feedback from team members.</li></ul>



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### Summary of patient population/types interactions

- Interaction with Adult CF team and other patient partners in support of QI projects to improve care at OHSU Adult CF Care Center. *(Note: physically, patient partners will not be in the same room to prevent person-to-person transmission of CF pathogens.)*

### 3. KEY RESPONSIBILITIES:

Key Responsibilities & Performance Standards	% Of duties	Essential Function (Yes/No)
<b>Assist/support Adult CF Care Team in improving CF Care Center care to patients</b> <ul style="list-style-type: none"> <li>Have an interest in outpatient and inpatient CF care.</li> <li>Demonstrate active listening skills; use supportive validation.</li> <li>Provide feedback from a patient point of view.</li> <li>Provide ideas for improving patient care.</li> <li>Participate in weekly 1-hour meetings and take part in assigned roles (lead, facilitator, time keeper, scribe).</li> <li>May need to commit additional time for subcommittee group work for new/ongoing projects (e.g. Improving Clinic Communication, Sexual and Reproductive Health, Transitional Age Patients, Inpatient Improvement)</li> </ul>	100%	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.

<b>Inclusion, Collaboration and Teamwork:</b>	<b>Every person matters.</b> 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.
<b>Organizational Perspective:</b>	<b>We are all connected.</b> 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.
<b>Performance Results:</b>	<b>We work hard to make great things happen.</b> 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 outcomes and developing our knowledge and skills. We exceed expectations in pursuit of our vision.
<b>Personal Effectiveness:</b>	<b>We are strong in character.</b> 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



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	our best self, accountable for the work we do and dedicated to the purpose of OHSU.
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Qualifications	Required	Preferred
<b>Education:</b>	<ul style="list-style-type: none"> <li>• Be familiar with the Cystic Fibrosis information found on cff.org</li> <li>• Read recommended articles on CF as assigned by the CF medical team prior to beginning the volunteer assignment</li> </ul>	<ul style="list-style-type: none"> <li>• n/a</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Receives care or is someone that is the support person of a patient who receives care at the OHSU Adult CF Care Center as this is an essential part of being able to provide feedback about CF care at our center.</li> </ul>	
<b>Job Related Knowledge, Skills and Abilities (Competencies):</b>	<ul style="list-style-type: none"> <li>• Knowledgeable about cystic fibrosis.</li> <li>• Knowledgeable about OHSU outpatient clinic flow.</li> <li>• Knowledgeable about OHSU CF inpatient stays.</li> <li>• Ability to use a computer (and how to use Webex and MS Teams).</li> </ul>	
<b>Compliance:</b>	<ul style="list-style-type: none"> <li>• Code of Conduct</li> <li>• Respect in the workplace</li> <li>• Applicable policies, procedures and agreements related to position, department or OHSU as a whole</li> <li>• Clear criminal background check</li> <li>• Completed Compass trainings as assigned by staff</li> <li>• Medical Clearance as directed by Occupational Health</li> <li>• New Volunteer Orientation</li> <li>• New Volunteer Interview</li> <li>• OHSU ID Badge</li> <li>• Assignment-specific training</li> </ul>	Not applicable

### 5. VOLUNTEER CONDITIONS:

#### Commitment requirement:



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Up to (4) hours per week for a minimum of six months and 26 shifts after orientation and/or trainings.

**Hours of Operation:**

M-F 8am-5pm

**Volunteer Shift(s):**

Every Thursday from 11am-12pm; may have additional meetings for subcommittees.

**Volunteer Conditions:**

Able to work independently and as part of team.

No direct patient contact for volunteers with cystic fibrosis and/or are immunocompromised.

**6. PHYSICAL DEMANDS & EQUIPMENT USAGE:**

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

- Have a computer/tablet/phone to be able to participate in weekly virtual meetings.
- Knowledge of Webex and MS Teams
- No physical demands.

**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			