



**Job Title:** Client and Family Advisor – All Opportunities/All Locations

**Location:** All Eastern Health Sites

At Eastern Health we strive to constantly improve the care our clients receive. Our priority is Client- and Family-Centered Care (CFCC) consisting of healthcare that is respectful, compassionate and focuses on the client and family needs, values and beliefs.

To help Eastern Health achieve this level of care, we are seeking volunteers to become CFCC Advisors who provide a voice that represents all clients and families of clients who receive care at Eastern Health. Advisors partner with staff and physicians to help improve the quality of care for all clients and family members.

**Client and Family Advisor Role/Responsibilities:**

- Share input based on his or her own experience in the health care system, or their experience with a family member.
- Volunteer with staff for either short or long-term projects.
- Volunteer his or her time (about 1-4 hours per month)
- Attend meetings, planned events, learning opportunities, or focus groups, as requested.
- Support and encourage others to be involved and/or share information from other client and families of Eastern Health to support improvements in care.
- Participate in a variety of ways to improve care, such as new policies, facility planning and client surveys.
- Improve communication between clients, families and staff.

**The successful candidate must be:**

- A person who has had a care experience within the past three years and/or multiple past experiences as a client of Eastern Health
- and/or**
- A family member of a client who has had (within the past three years) or who is currently having an experience of care with Eastern Health
- Comfortable communicating in a group setting and working with others
  - A good listener
  - Able to use your personal experience positively and also look beyond your own personal experience to see the larger picture
  - Able to work together with other families and health care providers
  - Respectful of others

Please complete the Client and Family Centred Care Advisor Application in full, indicating your interests, skills and abilities and time you have to offer, and email your completed application to [Volunteer.Resources@easternhealth.ca](mailto:Volunteer.Resources@easternhealth.ca). This will help us understand the type of volunteer assignment that may interest you and meet your needs. Please note, individuals must be a minimum of 14 years of age to volunteer. As with most volunteer positions, an application with references, a certificate of conduct, and an in depth interview is required.

