

## **Whatcom Alliance for Health Advancement Volunteer Description**

**Position:** Advanced Care Planning Ambassador

**FTE status:** 4-12 hours per week

**Duration:** Minimum of six months

**Reports to:** WAHA Operations Manager

### **Qualifications**

#### **Required:**

- At least 18 years of age
- Pursuing or completed college/other higher education
- Strong interpersonal and communication skills
- Professional boundaries: able to work with people different than themselves without imposing one's own spiritual, social and/or political values or beliefs
- Able to maintain confidentiality of personal and health information
- Cultural diversity competency
- Comfortable with subjects of death and dying
- Experience talking with groups and/or giving public presentations
- Cultural diversity competency
- Computer competency: primarily word processing, email and internet
- Able and willing to attend continuing education sessions
- Valid Washington driver's license and access to an insured vehicle
- Must complete WA state patrol background check

#### **Preferred:**

- Experience with Advance Care Planning and end-of-life issues.
- Experience in adult education, counseling or related
- Bilingual (Spanish, Russian, Punjabi, American Sign Language, other)
- Proficient with Excel and/or Access
- Interpersonal communication and client-centered interview skills: assessment, active listening, motivational interviewing

#### **Job Summary:**

Advance Care Planning is an organized process of communication over the course of life that helps people understand, reflect upon and discuss goals, values and beliefs for future health care decisions that can then be written down in plans called advance directives.

WAHA's Advance Care Planning program engages adults in planning for quality end-of-life care, normalizing conversations about how we want to die, and increasing the number of advance directives that are available, honored and understood. Our ACP ambassadors play a crucial role of providing accurate and up-to date information to consumers who attend Welcome to Advance Care Planning presentations and workshops. Volunteers are provided with WAHA ACP-approved presentation materials and handouts, and the necessary equipment.

Our overall goal is to reach out and engage all people of Whatcom County in the Advance Care Planning process, learn what we have to teach each other, identify and provide resources to support meaningful advance care planning and filing of culturally-sensitive written advance directives that are honored and understood. Ultimately, the result is a high degree of individual, family and provider satisfaction with care at the end-of-life.

**Benefits:**

- Being part of a great team
- Gaining knowledge and experience about Advance Care Planning and resources
- Interacting with a diverse group of clients, volunteers and staff
- Training and continuing education provided

**Responsibilities:**

- Serve as part of the Advance Care Planning Team which coordinates this program in Whatcom County
- Conduct Welcome to Advance Care Planning 101 presentations to consumers from various age groups
- Maintain and provide consumers' knowledge of various end-of-life resources
- Meet with local groups and others to share information about the ACP program and it's services
- Identify opportunities to present at local groups, organizations, and unexpected partners
- Engage economically, geographically and ethnically diverse clients throughout Whatcom County
- Maintain confidentiality of all personal and health information
- Document and report all activity as well as collect other data as needed by the Project's leadership

**Training Provided**

- "WAHA 101" including mission, staff and programs
- Confidentiality
- WAHA office systems, including Outlook, shared drive, office equipment, etc.
- ACP overview training and resource listings
- ACP presentation training with mentor

**Working Conditions/Physical Requirements:**

Work is performed in an office environment at a designated work station. The office is very fast-paced with many deadlines to meet. Potential exposure to repetitive stresses due to prolonged use of computers. Stress associated with receiving multiple tasks from various individuals may occur.

Sufficient mobility is required for the use of office equipment such as computers, telephones, files and the copier. Sitting for extended periods of time as well as lifting a maximum of 30 pounds (file storage boxes, supplies, etc.) may be required. The ability to hear and communicate at a level sufficient to perform the essential functions of the position is required.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas, to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

It is the policy of the Whatcom Alliance for Health Advancement to not discriminate against any person with regard to race, color, religion, sex, age, national origin, sexual orientation, marital status or physical or mental disability.

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**Volunteer Signature**

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**Date**