

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

**Position:** Advanced Care Planning Facilitator

**FTE status:** 4-8 hours per week

**Duration:** Minimum of one year of service

**Reports to:** WAHA Operations Manager

### **Qualifications**

#### **Required:**

- At least 18 years of age
- Strong interpersonal and communication skills
- Comfortable with subjects of death and dying
- Ability to maintain confidentiality of personal and health information
- Ability to communicate with diverse sectors of the community
- Experience with outreach and public speaking
- Cultural diversity competency
- Computer competency: primarily word processing, email and internet
- Ability to volunteer occasional weekend and evening hours
- Professional boundaries: able to listen openly, calmly and willingly without imposing the volunteer's own spiritual, social and/or political values or beliefs
- Able to successfully complete certification requirements including online and classroom training
- 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
- Experience talking with groups and/or giving public presentations

#### **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 end-of-life-choices 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 Respecting Choices First Steps® Volunteer Facilitators are trained to guide individuals and families in discussions of goals, values and beliefs for future health care decisions.

**Benefits:**

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

- Serve as part of a community-based network of facilitators who offer Advance Care Planning in a variety of settings
- Serve economically, geographically and ethnically diverse clients throughout Whatcom County
- Receive referrals and/or initiate Advance Care Planning sessions with individuals, families, and groups
- Provide community education presentations or workshops on ACP using the *Respecting Choices First Steps®* model
- Utilize prescribed interview methods and educational materials based on *Respecting Choices* and adapted for Whatcom County
- Assist community members in completion and storage of legal and valid advance directive documents
- Maintain confidentiality of personal and health information
- Document and report all facilitation 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.
- Respecting Choices First Steps® online modules
- Respecting Choices First Steps® in class training

**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**