

Supporting Partnership and Engagement

Roles and Responsibilities

The appointment of dedicated resources to supporting community partnership and engagement is critical to success. Please consider the following as sample duties and responsibilities required to support community partnership and engagement.

Duties and Responsibilities:

- Conduct research and summarize findings on various models for patient and family advisory councils; highlight best practices across various models and tailor them to the specific requirements of the organization.
- Liaise with internal and external partners to inform the development of a broad vision and strategy for the implementation of a community partnership and engagement program.
- Act as a local subject matter expert and participate on communities of practice.
- Develop all project artifacts as they pertain engagement, including opportunity papers, resource forecasts, project charters, project plans, etc.
- Develop documents as they relate to community partnership and engagement including, but not limited to, terms of reference, vision, mission, role descriptions, goals and guiding principles of the program.
- Consult on the development of the structure for the program, including membership composition and size, frequency and length of meetings and terms of reference.
- Participate in the recruitment, interviewing and selection of candidates and lead the orientation and training of patient, family, caregiver, and staff participants. Seek patients, families, and caregivers who represent the variety of clinical care and services provided and reflect the diversity of those served by the organization including social, cultural, religious, socioeconomic, age, and educational backgrounds.
- Develop a standardized approach to orientation and facilitate orientation session in conjunction with volunteer services, regional partners and existing patient advisors.
- Provide timely and accurate coordination of agendas, minutes, reminders, stakeholder communications and presentations for all councils and related committee meetings.
- Serve as an onsite resource to provide support for patient, family, and caregiver partners; function as liaison between partners and staff to ensure partners are engaged in meaningful work.
- Identify and prioritize recommendations for key improvement opportunities to be considered by the program.
- Develop communication tools that will share the work with the larger community and staff including, but not limited to, newsletters, annual reports and media releases.

- Develop recognition material and/or coordinate events in acknowledgement of the work of the patient, family, and caregiver partners.
- Prepare and deliver oral presentations internally and externally on the work of the Patient and Family Advisory Program to assist in understanding the role of the program.
- Assist with matching patient, family, and caregiver partners to existing committees and programs.
- Develop a standard toolkit and policies and procedures.
- Track and monitor the project budget.
- Summarize final project outcomes and make recommendations based on project findings.
- Assist in the development of a strategy for the creation of a community partnership and engagement program.