



Title:	Client and Family Council Volunteer Member
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DESCRIPTION

Client and Family Council (CFAC) Members attend monthly meetings where they have an opportunity to share their experiences and contribute ideas and suggestions to enhance client and family involvement. Members also offer client and family engagement opportunities, such as focus groups, surveys, questionnaires, townhalls and more to the clients/family of AMHS-KFLA. Council members form recommendations based on the outcomes of these engagement initiatives which the Coordinator presents to the Board of Directors and senior leadership.

A. RESPONSIBILITIES AND DUTIES

- Listen and contribute ideas, feedback, and input into systemic issues within AMHS-KFLA with the intention of strengthening the Client- and Family-centered care that is provided
- Share their personal experiences and/or those of family members in a constructive manner
- Share both positive and negative feedback in a respectful way
- Attend and actively participate in all Council meetings

B. REQUIREMENTS

- Over 16 years of age
- Lived experience or experience with a family member or loved one who has experienced mental illness or addiction and has accessed services at AMHS-KFLA in the past two years
- Ideally, members will have access to email and the internet

C. SKILLS AND ABILITIES

- Ability to listen and communicate effectively with others
- Interpersonal skills
- Ability to independently complete assigned tasks
- Feel comfortable speaking in a group setting with candor

NOTES:

- Meetings are held monthly for 12 months a year and are typically 1.5 hours in duration.
- The role generally requires a commitment of 3-5 hours per month
- The term of membership is one year. Members may seek to renew their memberships annually, for up to four years.