



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, contribute to planning and development of agency services, and make suggestions to enhance the care of clients of the organization. Members offer client and family engagement opportunities, such as focus groups, surveys, town halls, and more to the clients/family of AMHS- KFLA. Council members form recommendations based on the outcomes of these engagement initiatives and their own experiences and present recommendation to 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
- Identify with lived or living experiences of mental illness or addiction
- An impacted family member of those with mental illness or addiction

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 2 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.