Staff Liaisons: Roles and Responsibilities

Module 2: Patient/Family Advisor and Staff Liaison Orientation
Key Learning Goals

- Staff Liaison Roles and Responsibilities
- The Importance of Relationships
- Supporting Advisors
- Tips for Staff Liaisons
Sources of Support

Staff Liaison

Engagement Supports

Volunteer Resources
Who is a Staff Liaison?

- The primary ‘go-to’ and support person for the advisor
- Key to the success of the advisor and the engagement process
- Connected to the leaders/sponsors and the committee members
- Builds and maintains a strong relationship with the advisor
- A dedicated staff member who acts as the liaison between the advisor and the team/committee/work
What are the key roles and responsibilities of a staff liaison?
### Staff Liaison Roles – Initiating Engagement

#### Initiating Engagement

<table>
<thead>
<tr>
<th>Assess readiness of team</th>
<th>Recruit and Interview</th>
<th>Orientation</th>
<th>Build relationship</th>
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Sustaining Engagement

- Sustain relationship
- Provide support and enable participation
- Help navigate engagement challenges
Staff Liaison Roles – Evaluating Engagement

Evaluating Engagement

Support evaluation

Spread the word

Close the loop
Building and maintaining a positive relationship with your advisor(s) is your key role as a staff liaison.

*It takes time and effort to build and maintain this relationship, so make sure you have adequate time to devote to this and that your leader supports you spending this time. It will be worth it!*
How can you build a positive relationship with an advisor?
Building Positive Relationships

- Get to know each other
- Respect
- Trust
- Open Communication
Supporting Advisors in Advance of Meetings

“Success is where preparation and opportunity meet.”

-Bobby Unser (former racecar driver)
Supporting Advisors During Meetings

“Alone we can do so little; together we can do so much.”

-Helen Keller (political activist and author with deaf-blindness)
Supporting Advisors After and In-Between Meetings

“Help others achieve their dreams and you will achieve yours.”

- Les Brown (motivational speaker)
Any other comments about supporting advisors?
Helpful Tips/Advice for Staff Liaisons

• Involve advisors from the beginning
• Ensure asks are clear
• Be honest and transparent about level of engagement
• Ensure engagement is authentic and meaningful
• Protect confidentiality of advisor information
• Involve at least 2-3 advisors on a committee
Questions?
Evaluation

Module 2: Roles and Responsibilities of Staff Liaisons

Thank you for participating in the Roles and Responsibilities of Staff Liaisons module of the Alberta Health Services (AHS) Education Webinar Series for Patient and Family Advisors and Staff Liaisons. In order for us to evaluate the impact and effectiveness of the webinar, we would appreciate if you would take a few minutes to answer the questions below.

1. Please identify your role:
   - [ ] Staff Liaison
   - [ ] Patient or Family Advisor

2. Please describe the thing you learned from this webinar.

3. What was one thing you found valuable about this webinar?

4. Please describe any changes you think should be made to this webinar.

5. Would you like to see more information included on any of the areas of discussion today?

References/Acknowledgements/Resources


