

Hospital Ambassador

Overview:

The role of Hospital Ambassador exists as a branch of the PALS Hospital Outreach Committee. The Vision of the committee is “to forge connections with the greater birth community and our fellow colleagues, providers and nurses”. The Mission being “to educate the provider community about doulas in general, and PALS as an organization, as well as to address mutual concerns and facilitate healthy dialogue”.

Hospital Ambassadors should be experienced doulas, with a demonstrated history of commitment to the greater doula community. Ambassadors should be able to effectively practice non-violent communication and hold an understanding of healthy boundaries, as well as be personable, approachable, and welcoming. Ambassadors should demonstrate a willingness to learn new skills, and have an openness to receiving feedback and constructive criticism.

The role of the Ambassador is one that encompasses several facets of communication.

Ambassador Duties:

- Attend initial Ambassador training with Lead and Volunteer Coordinator
- Send a 2-week check-in to hospital staff after PALS Presentation
- Building relationships with labor and delivery nurse management and staff
- Providing a 1-hour presentation on PALS and the work of doulas, as well as facilitating dialogue during presentation
- Maintain quarterly contact with charge nurse or nurse manager via email or phone (whichever they prefer), checking in, reminding them to communicate queries, compliments or concerns to you, as well as notifying hospital staff (via charge or nurse manager) of upcoming PALS ADT's, monthly meetings, board meetings, news on programming (ie. REC), etc.If unresponsive via email, a phone call must be take place.
- Set up a line of communication between staff and doulas. This will be determined by collaboration with your individual hospital
- At least once-yearly visits to the hospital for lunch and/or check-in meetings with the staff
- Submit monthly reports to the Hospital Outreach Committee Chair (these may be in the form of simply CC'ing Committee Chair on monthly email contact)
- Communicate to the committee chair as needed on topics the hospital would like known to PALS' doulas – updates on news at the hospital, suggestions, feedback, tips! Committee chair will then report these items to greater PALS community.

Ambassador Requirements:

- Must be a DONA or PALS certified doula
- Must be active within the doula community and have a demonstrated history of commitment
- Demonstrate a willingness to learn new skills, and be open to receiving feedback and constructive criticism
- Possess reflective listening and problem solving skills
- Be personable, approachable and welcoming
- Understand the term of service for a PALS Hospital Ambassador is 3 years
 - Year 1- Establishing hospital relationship
 - Year 2- Maintaining and improving relationships
 - Year 3- Recommitting or transitioning a new ambassador
- If term cannot be completed, the Ambassador Lead and/or the Volunteer Coordinator must be notified immediately. A 2-month notice is required and Ambassador must facilitate in transitioning their successor.
- Upon completing term, Ambassador must turn over all documents and information acquired during term to Ambassador Lead or Volunteer Coordinator