

Family Support Coordinator NICU

OVERALL PURPOSE OF JOB:

The Family Support Coordinator plans, develops and implements strategies that improve the experience of our NICU patients and families. The goal of the role is to promote a culture of Patient & Family Centered Care throughout the unit and serve as a professional family leader to build and foster relationships with NICU families, providers, staff, hospital leaders, local community & the VON network. The Coordinator also serves as Co-Chair of the Antepartum-Neonatal Family Advisory Council to ensure their effective engagement with NICU families and staff.

PRIMARY RESPONSIBILITIES

Family Centered Care Advancement

- Model Family Centered Care philosophy & practices
- Envision & develop programs to promote inclusion of patient and family knowledge, values, beliefs, and culture into the planning and delivery of care
- Serve as a trusted liaison between the medical team, staff, leadership and the family advisory council to inspire, build confidence, forge alliances, and garner support

Quality Improvement

- VON family leader
- Attend and present at VON conferences, meetings & webinars
- Collaborate to achieve measurable benefits for infants & families
- Mentor and educate family advisors in QI
- Represent the family voice at working meetings

Developmental Follow Up

- Provide early peer to peer mentoring and education for ELBW & VLBW families with infants returning to follow up clinic
- Foster and maintain collaborative relationships with multidisciplinary team to engage and embed patient and family centered care
- Coordinate family communication to potentially improve return to Developmental Follow Up rate

Education

- Co-author/review education & information from the family perspective
- Play role in educating and coaching staff, providers, families and community partners regarding PFCC to potentially optimize patients' care experience
- Work to standardize the dissemination of information to NICU families and staff

Committee Member/Co-Lead

- Co-Lead NICU family area design improvements
- Participate in new staff hiring and interview from the family perspective
- Event development
- Co-Chair NICU Reunion
- Coordinate and act as a liaison with the Medical Center Foundation

Parent Faculty

- Lead and participate in family panels
- Act as an ambassador & speaker
- Engage in simulations

Peer Support

- Participate in multi-disciplinary team & peer to peer rounding
- Advocate for bedside rounds, parents on rounds, bedside nurse handoff, kangaroo care, mothers own milk, breastfeeding and sibling support
- Peer mentor at family support events

Family Advisory Council

- Co-Chair ANFAC-Antepartum Neonatal Family Advisory Council
- Train, develop and maintain the Patient & Family Advisory Council to ensure effective engagement with families, providers and staff
- Manage existing community partnerships and build new relationships within community
- Raise funds and seek gifts-in-kind
- Administrate Council as needed

Events

- Plan and execute Kangaroo-a-thons
- Facilitate seasonal celebrations
- Host NICU Family meals
- Organize and facilitate NICU Garden event
- Promote and speak at Radiothon

WORK SCHEDULE: 30 hours per week. Monday-Thursday with occasional evening and weekends as necessary.

CLASSIFICATION: Exempt

JOB REQUIREMENTS:

Knowledge

- Understanding of Family Centered Care core concepts
- Experience with process improvement methodologies

Skills:

- Active listening skills and ability to identify needs of the family whether spoken or implied
- Strong interpersonal skills to work productively with patients, families & hospital personnel
- Communication skills and ability to build strong collaborative relationships with a diverse set of stakeholders (patients, families, clinicians, VON members and community partners)
- Project management

Ability

- Self motivated and professional
- Highly flexible with ability to manage and respond to changing priorities
- Communicate effectively with persons in stressful situations in the healthcare setting
- Analytical skills to identify and solve problems; and strong leadership ability

Education, Qualifications, Special Training:

- Bachelor's degree preferred
- NICU graduate parent with content expertise and lived experience representative of our patients and their families required
- 5+ years' experience in programs focused on Patient & Family Centered Care preferred

Security Access:

- Electronic Medical Records

This description reflects the primary responsibilities of the position identified for the purpose of job evaluation. It should not be construed as a detailed description of all work requirements that may be inherent in this position.

Acknowledgement:

I acknowledge that I have read the position description and I understand what would be expected of me. CCS/CCN reserves the right to change or reassign job duties or to combine positions at any time. I also understand that I am an at-will employee, and this Job Description does not constitute a contract of employment.

Employee Signature: _____ Date: _____

BRONSON CHILDREN'S HOSPITAL

KALAMAZOO, MICHIGAN

TITLE POSITION: Parent Liaison

POSITION SUMMARY:

- The Parent Liaison will provide support, information, resources, and empowerment for advocacy, education and training to families admitted to Bronson Children's Hospital
- Provide support for families
 - Serve as an on-site resource for families and staff
 - Connect with families with appropriate hospital and community support and resources
 - Facilitate communication among families and health care members to promote safety and quality of care
- The Parent Liaison builds partnerships with parents and the health care team to promote open, respectful and beneficial communication regarding the needs of the child
- Provide leadership (advocacy) in the development of practices, programs, and policies that support the integration of Family Centered Care throughout Bronson Children's Hospital

POSITION REQUIREMENTS:

- Extended experience having a child in the hospital environment preferred
- Personal family experience at Bronson Children's Hospital preferred
- Demonstrate exceptional verbal, written, interpersonal, and customer service skills
- Proficient in Microsoft Office applications (Word, PowerPoint, etc.)
- Ability to relate to diverse age, cultural, and demographic backgrounds
- Demonstrate excellent organizational, problem solving and collaborating skills with an independent work initiative
- Knowledge of resources, services, and supports available to meet the family's needs regarding their child in the hospital and community.
- Ability to work with a multi-disciplinary team
- Knowledge, understanding, and implementation of HIPPA standards
- Uphold Bronson Children's Hospital mission, vision, and values

EDUCATION/WORK EXPERIENCE

- Associates degree, or prior work experience in lieu of degree
- Child who is/has been a patient at Bronson Children's Hospital preferred
- Understand the organizational structure of the medical system and how to navigate it professionally



Parent Support Program Coordinator II

Job Description

JOB INFORMATION

JD Title:	Parent Support Program Coordinator II
Print Title:	Parent Support Program Coordinator II
Job Code:	29140
FLSA Assigned by HR Compensation:	Exempt <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/>
Remote work-eligible	X Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Last Edited Date:	9/16/2021 8:30:27 AM

ORGANIZATION

Job Family Completed by HR Comp:	Ancillary Professional
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Children's Mercy Mission, Vision, and Values

Every decision we make as an organization is aligned with our Mission, reflects our Values, and inspires our Vision moving forward. Our Mission, Vision, and Values guide our actions and behaviors in the workplace and in our patient/family interactions.

Mission: Children's Mercy is a leading independent children's health organization dedicated to holistic care, translational research, breakthrough innovation and educating the next generation of caregivers. Together, we transform the health, well-being, and potential of children with unwavering compassion for those most vulnerable.

Vision: To create a world of well-being for all children

Values: Kindness, Curiosity, Inclusion, Team, Integrity

Patient Care Options

Patient Care		
		g. Adult - >20 yrs.

PURPOSE

The Parent Support Program Coordinator is a parent on staff, coordinating and leading the execution of goals and objectives that support the organization in advancing a Patient and Family Centered Care culture. The Coordinator is responsible for ensuring the programs and services created for parents and caregivers are implemented in a timely, effective and efficient manner ensuring the advancement of patient and family center care principles are incorporated at all levels of service delivery by the department. Serves as a parent representative to support, educate and inform the organization regarding the needs of the populations served. Coordinates service for front-line parent and caregiver volunteers engaged in the organizations volunteer program.

Essential Functions and How Work is Completed

Essential Functions	% TIME
<ul style="list-style-type: none"> Coordinator develops, plans and executes sustainable programs in all areas of responsibility for families and caregivers to provide meaningful support that is engaging and leads to safer health outcomes. 	30%

Essential Functions and How Work is Completed

Essential Functions	% TIME
<p>How is it completed?</p> <ul style="list-style-type: none"> a) Lead the coordination and implementation of parent and caregiver support programs including but not limited to POPS, Family Time and one-on-one parent support. b) Ensure all programs are tied to the core principles of patient and family centered care. c) Create and sustain meaningful services and programs that are innovative to meet the anticipated needs of our parents and caregivers. d) Lead opportunities to accumulate feedback from families and provide recommendations based on data and observations. e) Monitor service excellence by continuously assessing, intervening and evaluating areas of responsibility f) Manage all activities, programs and special events directly associated in areas of responsibility that promote a therapeutic and supportive environment g) Assure appropriateness, safety and quality in areas of responsibility h) Manage all aspects of volunteer resources associated with areas of responsibility including scheduling, efficient coverage, coordination and facilitation m) Manage communication and coordination with appropriate departments and staff to facilitate successful coordination of areas of responsibility i) Maintain updated information regarding hospital policies and departmental protocols for areas of responsibility j) Provide leadership to develop awareness, opportunities and strong relationships with Admissions, Social Work, Security, Environmental Services, Chaplaincy, Patient Advocate, Child Life, Resource Development and other departments as deemed necessary k) Provides support for corporate community and in-kind donors and staff to optimize their level of involvement and their understanding of the importance of philanthropic support to department l) Collaborate and plan with staff and assure implementation of consistent, quality volunteer resources programming for areas of responsibility m) Other duties as assigned 	
<ul style="list-style-type: none"> • Coordinator is responsible for the coordination of Parent Support specialty volunteers. <p>How work is completed:</p> <ul style="list-style-type: none"> a) Lead parent support specialty volunteer training. b) Lead volunteer supervisor training for this specialized volunteer group. c) Coordinate efforts to keep volunteers engaged, retained and recognized. d) Provide guidance to department's regarding parent support volunteers as appropriate to ensure understanding of volunteer role, expectations, policies and procedures. e) Coordinate inputting volunteer contact information and other pertinent information necessary for the department to effectively manage this specialized group of volunteers. f) Create new and meaningful ways to encourage continued volunteer engagement. g) Coordinates volunteers in areas of responsibility h) Evaluate and retain volunteers to assure quality services i) Coordinate recognition that empower and inspire j) Coordinate informal recognition planning of volunteer resources specific to locations and areas of responsibility k) Coordinate collaboration with staff regarding recruitment planning specific to assigned areas of responsibility l) Coordinates obtaining new volunteers by reviewing, interviewing and placing volunteers to assigned locations and areas of responsibility m) In collaboration with Volunteer Services, coordinate compliance of volunteers following placement n) Collaborate with appropriate staff regarding new volunteer applicants and transfers or other pertinent information o) Assure volunteers are interviewed and placed timely, efficiently and successfully p) Provide coordination in collaboration with leadership with regards to volunteer needs and opportunities for all new and existing volunteer programs, placements and initiatives in areas of responsibility q) Perform duties in the absence of volunteers and employee resources 	25%
<ul style="list-style-type: none"> • The coordinator is responsible for ensuring Patient and Family Support Services projects are coordinated and executed in a timely, effective and efficient manner that meet the department and organizations patient and family centered care standards. <p>How is it completed?</p> <ul style="list-style-type: none"> a) Support the development, implementation and advancement of patient and family centered care. b) Maintain understanding of current and future trends in patient and family centered care practices and techniques. c) Lead special projects within areas of responsibility. d) Ensure projects integrate patient and family centered care principles that are mutually beneficial to patients and families and the organization. e) Participate in providing patient and family perspective to key stakeholders as assigned. f) Coordinate meetings/events to meet the departments professionalism standards 	25%

Essential Functions and How Work is Completed

<i>Essential Functions</i>	<i>% TIME</i>
<p>g) Ensure the meeting/event space is reserved that meets the needs of staff and attendees</p> <p>h) Prior to meeting/event, communicate with staff and attendees about meeting specifics (Outlook invites, attachments, agenda, reading materials)</p> <p>i) Order necessary items prior to the meeting (food, gifts, additional seating, connect with environmental services, A/V support, childcare)</p> <p>j) During the meeting/event, ensure all needed tools are in place for the staff and attendees for seamless execution of the meeting/event (A/V support, badges, name tents, drinks, food, paper, writing utensils easel pads, additional hospitality items, etc.)</p> <p>k) Attend meetings and take attendance and minutes (update contact information of attendees as needed)</p> <p>l) Following meetings/events, ensure the space is left in an orderly fashion (distribute food or drinks to appropriate areas)</p> <p>m) Ensure final meeting minutes are typed and provided to staff and attendees in a timely fashion</p> <p>n) Document and track attendance and update information in volunteer management database system (hours, years of service, updated contact information)</p> <p>o) Primary contact regarding childcare needs for meetings/events</p> <p>p) Assist in solving problems or customer service issues in areas of responsibility</p> <p>q) Assist in handling much of the communication that happens over the phone, face-to-face, letters and email to staff and volunteers</p> <p>r) Contact vendors</p> <p>s) Speak to marketing and communications to facilitate publication or media requests</p> <p>t) Edit communication</p> <p>u) Send pertinent communication to volunteers, staff and key stakeholders as directed by staff (minutes, agenda, special opportunities, hospital or department updates)</p> <p>v) Collects department stakeholder RSVP's as needed</p> <p>w) Communicate updates about staff and volunteers to key departments (Volunteer Services and Philanthropy)</p>	
<ul style="list-style-type: none"> Coordinator provides the patient and family perspective for departments and providers that assist in developing innovative and sustainable solutions for complex problems and issues patients and families experience. <p>How is it completed?</p> <p>a) Coordinate efforts to ensure the organization obtains patient and family perspectives either from the Patient and Family Support Services Section staff or volunteers</p> <p>b) Ensure the organization can utilize subject matter expert feedback that is supportive, collaborative and leads to meaningful understand by key stakeholders</p> <p>c) Assist key stakeholders in understanding patient and family knowledge, endorse cultural competency, respect for meeting the family where they are in their stage of pediatric care</p> <p>d) Facilitate understanding for key stakeholders to adopt and transfer knowledge about patient and family needs for personalized healthcare in the panning and delivery of care</p> <p>e) Offer alternative solutions that move the organization from being system-centered to patient and family centered care centered</p> <p>f) Review materials delivered to patients and families as requested by stakeholders</p>	20%

Combined Function Percentage

100

This job description documents the general nature and level of work but is not intended to be a comprehensive list of all activities, duties and responsibilities. Job incumbents may be asked to perform other duties as required.

QUALIFICATIONS

Education and Experience

<i>Education Level</i>	<i>Education Details</i>	<i>And/Or</i>	<i>Experience</i>	<i>Experience Details</i>	<i>Or</i>
Bachelor's Degree		and	1-2 years experience	Must have experience as a parent of a child that has received care at Children's Mercy or other healthcare institution. Membership of the Children's Mercy Family Advisory Board, Patient and Family Advisory	<input type="checkbox"/>

Education and Experience

Education Level	Education Details	And/Or	Experience	Experience Details	Or
				Council or related organization which supports families of children with special needs is preferred. Inpatient and outpatient experience preferred. Bilingual preferred.	

Knowledge, Skills, Abilities or Experience

Strong organizational and leadership skills, maintains professional demeanor, supports and promotes the hospital/department policies and decisions, effectively interacts with internal and external customers, accepts and initiates change. Bilingual preferred.

Measurable Skills

Skill	Details
Software Application Skills (e.g. Microsoft Office Suite)	Must have knowledge of computer system that hospital is currently using. Must have ability to learn software system easily

Autonomy

A statement which describes the level of independence for this position.

	Work is closely managed and reviewed for accuracy and adequacy. Follows specific, outlined, and detailed directions.
	Work is accomplished with moderate supervision. Follows established and detailed directions. Work is reviewed for accuracy and overall adequacy.
	Work is accomplished with limited direction. Determines and develops approach to solutions. Work is evaluated upon completion to ensure objectives have been met.
✓	Work is accomplished without considerable direction. Exercises judgment in selecting methods, techniques, and evaluation criteria for obtaining results. Exerts significant latitude in determining objectives of assignment. Takes calculated risks with consultation from the expert.
	Works with minimal direction toward predetermined long-range goals. Acts independently to determine methods and procedures on new or special assignments. Determines and pursues courses of action essential in obtaining desired results. Takes calculated risks.

Problem Complexity and Problem Solving Timeframes

Describes how clearly a problem is defined when presented and how much additional effort is required to understand the nature of the problem. Additionally reflects typical timeframes associated with resolving problems encountered in the role.

	Provides resolution to problems that are readily identifiable, with limited scope, and are resolved in accordance with standard practices, procedures, applications or routines. Problem/Task resolution timeframe: The majority of tasks typically take one to two days to resolve.
	Provides resolution to an assortment of problems that are typically well defined, but some clarification or judgment is required to determine action as additional information about the problem/task is discovered. Uses judgment within defined practices/procedures to determine appropriate action. Problem/Task resolution timeframe: Inclusive of shorter timeframes, but the majority of tasks take up to several weeks to resolve.
✓	Provides resolution to a diverse range of recognizable complex problems. Analysis is required to identify root cause. Uses judgment within defined boundaries to develop alternate solutions, both long and short term. Problem/Task resolution timeframe: Inclusive of shorter timeframes, but typically the majority of tasks take three to six months to resolve.
	Works on complex issues where analysis of situations or data requires in-depth evaluation of variable factors. Constructs and may pursue alternative paths towards a solution. Exercises judgment in selecting methods, techniques and evaluation criteria for obtaining results consistent with broadly defined policies and practices. Problem/Task resolution timeframe: Inclusive of shorter timeframes, but typically six to twelve months or more to resolve.
	Works on significant and unique issues where analysis of situations or data requires evaluation of intangibles. Aware of and responds to changing and interconnected variables. Exercises independent judgment in methods, techniques and

Problem Complexity and Problem Solving Timeframes

Describes how clearly a problem is defined when presented and how much additional effort is required to understand the nature of the problem. Additionally reflects typical timeframes associated with resolving problems encountered in the role.

evaluation criteria for obtaining results. Problem/Task resolution timeframe: Inclusive of shorter timeframes, but typically twelve months or more to resolve.

People Management

✓ Individual Contributor

This position manages people

Impact

A statement which describes the impact to the company of contributions, decisions, recommendations or actions taken by the incumbent

Makes decisions regarding own work that typically has limited direct impact on unit operations/patient care.

Utilizes available data to make basic decisions regarding own work that may have some direct impact on unit or department operations and/or patient care.

Utilizes available data for decisions requiring analytical ability. Decisions have direct impact on unit of department operations and/or patient care.

✓ Creates, researches, and analyzes data not readily available for decisions having direct impact on department operations and/or patient care. Has indirect impact on other areas.

Creates, researches, and analyzes data not readily available for complex decisions having direct impact on department operations and/or patient care and may have direct impact on hospital operations.

Makes decisions of significant scope requiring advanced analytical judgment. Decisions typically impact several departments of the entire hospital.

Guiding Behaviors

- Kindness: Love and compassion, with empathy
- Curiosity: Quest for knowledge, with a passion to find answers
- Inclusion: Respect for our differences, with celebration of our uniqueness
- Team: Stronger together, with a commitment to one Children's Mercy
- Integrity: Honesty, with accountability and transparency

Work Settings

Ancillary Professional

Physical Demands

Please select appropriate ADA value and SAVE when complete to see the appropriate Physical Demands selections available to you.

Physical Demand	Rarely	Occasionally	Frequently	Regularly	Weight
Standing		X			
Walking		X			
Sitting			X		
Lifting and Carrying		X			20 or under lbs.
Pushing and Pulling		X			
Climbing		X			
Squatting		X			

Physical Demands

Please select appropriate ADA value and SAVE when complete to see the appropriate Physical Demands selections available to you.

Physical Demand	Rarely	Occasionally	Frequently	Regularly	Weight
Reaching		X			
Grasping		X			
Bending		X			
Twisting		X			

Exposure To

Exposure To	Rarely	Occasionally	Frequently	Regularly
There are no factors here that apply to the Office Environment				

Sensory Demands

Please check one of the following boxes:

Sensory Demand	Rarely	Occasionally	Frequently	Regularly
Seeing				X
Hearing				X
Color Discrimination	X			

The physical demands described here are representative of those that must be met by an employee, but are not necessarily all inclusive, to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

NICU Parent Advisor

Job description:

This position will provide emotional support to families at the bedside, act as a family advocate and liaison, participate in multidisciplinary team meetings, and participate in ongoing QI initiatives as well as family centered care initiatives.

Responsibilities:

1. Act as an integral member of the interdisciplinary care team, providing the parent's perspective, encouraging parent participation, facilitating communication, and improving family centered care.
2. Offer support and information that compliments a multidisciplinary approach to families coping with infants in the NICU.
3. Offer ongoing one-on-one or group support.
4. Act as an advocate for families as well as liaison between families and medical team when needed.
5. Act as active staff member of Neonatal Services Family Advisory Council.

MINIMUM QUALIFICATIONS:

1. Education: High School Graduate.
2. Parent of a NICU graduate required.
3. Familiarity with chronic neonatal diseases.
4. Knowledge of family-centered care principles.

Sunnybrook Health Sciences Centre

Fully Affiliated with the University of Toronto

Vacancy Exists For:

Family Support Specialist NICU

Competition #		Location:	Bayview Campus
Classification:	Temporary Part Time	Department:	Neonatal Intensive Care Unit (NICU)
		Union:	Non-union

Hours of Work: 20 hrs/ week – Schedule to be determined.

Summary of Duties: Reporting to the Patient Care Manager of the NICU, the Family Support Specialist is a liaison between staff and parents whose baby(s) are currently in the Sunnybrook Neonatal Intensive Care Unit. The Family Support Specialist works to ensure that parents are active members of the health care team. In order to fulfill this role the Family Support Specialist must be the parent of a graduate from the NICU at Sunnybrook. The role includes (but is not limited to) the following:

- Acts as a liaison between NICU families and all members of the health care team
- Develops and coordinate support to families in the NICU and Neonatal Fellow Clinic
- Is the co-chair of the Sunnybrook NICU Family Advisory Council.
- Providing support and oversight of NICU volunteers (cuddlers) including orientation, scheduling, and liaising with Volunteer Services to recruit and support parent partner volunteers
- Provides support to current NICU families as desired. This is an optional partnership and families may chose not to be involved with the Family Support Specialist.
- Provides information to families about community resources that are available and updates this information as needed.
- Participates in the design, implementation and evaluation of services, programs or systems that enhance services to infants and families.
- Participates in improving organizational performance through recommending areas or approaches for improvement activities,
- Provides education for families and staff based on input from families using strategies that facilitate learning and open communication..
- Provides education to all new staff, students and trainees on principles of Patient & Family Centred Care
- Participates in NICU committees (Unit Coordinating Team, Neonatal Intensive Care Quality Improvement Project, Quality Assurance, Transition committee, others as the PCM determines to be relevant)

Qualifications/Skills:

- Applicant must be a parent who have had a baby in the Sunnybrook Neonatal Intensive Care Unit who was born at < 32 weeks gestation &/or any parent who had a baby in the Sunnybrook NICU for > 1 month and who's graduate child is now older than 1 year.
- Must have completed Secondary School education
- Demonstrated computer skills in MS Office and Outlook
- Excellent oral and written communication skills

Date Posted:

Last Day for Application:

Qualified Applicants must submit both an External Application/Transfer Form and current Resume to the Human Resources Department at their campus. Only applicants who have the required qualifications and demonstrated satisfactory job performance and attendance will be given consideration for an interview.

Family Care Coordinator-3459

Summary

The Family Care Coordinator provides education, support and advocacy to NICU families, staff, volunteers, and community.

Responsibilities

1. Provides education, support and advocacy to NICU families, staff, volunteers and community with a focus on the principles of Family Centered Care [FCC].
2. Provide leadership and mentoring in the development of practices, programs and policies that support the integration of FCC principles throughout Akron Children's NICU.
3. Serve as a hospital resource liaison to existing and new Family Action Collaborative Team members [FACT] and Parent Advisory Council assisting with development, training volunteers and resolving issues.
4. Develops parent/family support programs and activities to engage families and sustain Family Centered Care culture in the NICU
5. Represents Akron Children's Hospital at community events and activities.
6. Other duties as required.

Other Information

Technical Expertise

1. Experience in Family Centered Care is preferred.
2. Experience as a parent of a NICU graduate is required.
3. Experience in customer service required.
4. Experience with public speaking, presentations, and group facilitation is preferred.
5. Experience working with all levels within an organization is required.
6. Experience in healthcare is preferred.
7. Proficiency in MS Office [Outlook, Excel, Word] or similar software is required.

Education and Experience

1. Education: High school diploma or equivalent is required. Bachelor's degree is preferred.
2. Certification: None
3. Years of relevant experience: 0 to 2 years is preferred.
4. Years of experience supervising: None.

Detailed Responsibilities

- * Provides education, support and advocacy to NICU families, staff, volunteers and community with a focus on the principles of Family Centered Care [FCC].
- * Provide leadership and mentoring in the development of practices, programs and policies that support the integration of FCC principles throughout Akron Children's NICU.
- * Serve as a hospital resource liaison to existing and new Family Action Collaborative Team members [FACT] and Parent Advisory Council assisting with development, training volunteers and resolving issues.
- * Develops parent/family support programs and activities to engage families and sustain Family Centered Care culture in the NICU
- * Represents Akron Children's Hospital at community events and activities.

Competencies

Skills

Education

Essential:

* High School Diploma

Nonessential:

* Bachelor of Arts Degree

Credentials

Working Conditions