

VOLUNTEER POSITION DESCRIPTION

Family Support Program

Supervisor: Parent Support Program Coordinator

Purpose: To offer supplemental peer support to the parents and caregivers of children inpatient at Children's Mercy NICU.

Qualifications:

- Must be a parent or primary caregiver of a child that has been cared for in the NICU at Children's Mercy.
- Strong communication and listening skills.
- Emotional stability in dealing with difficult/stressful situations.
- General knowledge of Children's Mercy services and programs.
- Ability to maintain confidentiality.
- Positive attitude in working with diverse populations.
- Ability to accept differences in perspective and choices others may make.
- Ability to educate and share resources for parents and caregivers.
- Ability to maintain professional boundaries.

Training Requirements:

Complete recurring background checks

Complete annual on-line education and training as needed

Complete Family Support Mentor Training

Schedule:

After first on unit training is complete, you will be required to complete at minimum one shift that is shadowed by the Parent Support Program Coordinator. Self-scheduling will occur after the initial training is completed.

Description of Duties:

1. Offer peer support as appropriate and as needed.
2. Update report each shift.
3. Give NICU materials and other resources to appropriate families.
4. Provide surveys to appropriate families.
5. Maintain appropriate confidentiality and boundary guidelines.
6. Contact Parent Support Program Coordinator should any situation/concern arise that may be too difficult to handle.