

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