

# **PROVIDENCE HEALTH SYSTEM IN ALASKA**

## **JOB DESCRIPTION**

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JOB CODE: 84800-198B

JOB TITLE: **Coordinator, NICU Family Centered Care Program**

PROCESS LEVEL: 198 – PROVIDENCE ALASKA MEDICAL CENTER

REPORTS TO: Director, Mission & Family Support Services

SUPERVISES: N/A

DESCRIPTION STATUS: Revised 05/18; NEW 01/06

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### **POSITION SUMMARY**

Works collaboratively with NICU caregivers, leadership and parents to integrate family and patient centered care principles into the delivery of service and provides emotional support to families at the bedside. Partners with NICU team to continuously improve patient outcomes and experience; actively involved in Vermont Oxford Network quality improvement initiative. Plays an integral role in maintaining a robust NICU volunteer program with special emphasis on parent volunteers. Actively participate in multi-disciplinary team meetings, offering support, representation, and services to parents, physicians, clinical staff, managers, health system personnel, and community donors.

### **ESSENTIAL JOB FUNCTIONS: (Responsibilities, Accountabilities, and Competencies; May not include all duties of this job)**

#### **A. JOB DUTIES**

##### **1. FAMILY ADVISOR**

2. Serves as an advocate for parents. Provides bedside support and adjustment to hospital environment for families with an infant admitted to the NICU. Offers support, information, and referrals that complement a multi-disciplinary approach to families with a pre-term or special needs infant. Offers on-going 1:1 and/or group support. Improves family bonding and preparation for discharge by supporting family involvement at the bedside. Facilitates problem solving efforts to resolve any situation or conflict that could arise between family and hospital caregivers.

##### **3. PROGRAM MANAGEMENT**

Manages, in partnership with other Family Support Services team members, volunteer support for NICU department with special emphasis on recruiting, training, and managing parent volunteers. Regularly assesses needs of families and department for volunteer support. Partners with PAMC Volunteer Services Department to deliver quality outcomes.

##### **QUALITY IMPROVEMENT**

Collaborates with NICU, TCHAP and system wide teams to review policies and procedures to assure integration of Family Centered Care principles. Functions as a member on interdisciplinary teams, allowing parents the opportunity to participate and provide feedback.

Actively participates in Vermont Oxford Network collaborative to support on-going quality improvement work. Shares relevant information to parents and staff. Develops educational opportunities for NICU staff members to increase the understanding and facilitate the integration of family centered care principles. Provides real-life examples and/or stories to help staff better understand the journey of the NICU parent and family.

#### **PUBLIC RELATIONS**

Partners in organization, implementation and coordination of tours and orientations for patients in Prenatal Unit. Contributes to the NICU web page. Incorporates social media where appropriate. Supports Family Support Services role in marketing and donation management.

#### **4. EVENT MANAGEMENT**

5. Partners with Family Support Services and NICU department on the coordination of special events to provide a sense of normalcy and enhance the patient/family experience.
6. Implement care/services that recognize age/diversity specific needs/issues of customers served.
7. Performs other related duties as required.

#### **B. IDENTIFIED COMPETENCIES**

Completes Competency Plan for assigned job and department.

#### **C. CORE VALUES**

Demonstrates personal and interpersonal qualities that support the Core Values of Providence Health System.

#### **ESSENTIAL JOB QUALIFICATIONS:**

##### **(Any equivalent Combination of Knowledge, Skills, Abilities, Education, and Experience)**

1. **Education:** High School graduate. Post-secondary level classes or program completion preferred.
2. **Experience:** Background in program development, implementation and evaluation Experience working with volunteers. Demonstrated experience facilitating groups. Three years experience in peer support role or formal parent advocate role, preferably a health care setting. Knowledge of the health care environment and other resources available for parents and children.
3. **Licensure/Certification:** BLS or BLS eligible
4. **Other Qualifications:**
  - Knowledge of family-centered care principles
  - Strong interpersonal skills; experience interacting with parents of hospitalized children or children with special health care needs

- Knowledge and understanding of grief and bereavement
- Must be able to communicate and collaborate effectively with people from many diverse groups.

Must be proficient in computer word processing. Working knowledge of Microsoft Word, Outlook, Excel, Access, and PowerPoint preferred. Self-directed with experience in group presentations.

5. **Attendance:** Regular attendance is a requirement of this position.

6. **English Language:** Must be able to read, write, and speak English.

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This Job Description reflects Providence Health System in Alaska's best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract. Your signature indicates you have read this Job Description and understand the essential functions and essential qualifications of the job.

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Employee Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ SSN: \_\_\_\_\_

**IN AN 8 HOUR WORKDAY, THIS JOB REQUIRES:**

|                         |                                      |
|-------------------------|--------------------------------------|
| <b>N = NEVER</b>        | <b>(0 hours per day)</b>             |
| <b>R = RARELY</b>       | <b>(less than 1/2 hours per day)</b> |
| <b>O = OCCASIONALLY</b> | <b>(1/2 to 2.5 hours per day)</b>    |
| <b>F = FREQUENTLY</b>   | <b>(2.5 to 5.5 hours per day)</b>    |
| <b>C = CONTINUALLY</b>  | <b>(5.5 to 8 hours per day)</b>      |

**WORKING  
CONDITIONS/ENVIRONMENT**

**I. LIFTING/CARRYING** (Amount of force exerted to lift and/or carry)

|               |   |
|---------------|---|
| 1 - 10 lbs.   | O |
| 11 - 20 lbs.  | O |
| 21 - 35 lbs.  | R |
| 36 - 50 lbs.  | R |
| 51 - 75 lbs.  | N |
| 76 - 100 lbs. | N |

**II. PUSHING/PULLING** (Amount of force exerted to push and/or pull)

|               |   |
|---------------|---|
| 1 - 10 lbs.   | O |
| 11 - 20 lbs.  | O |
| 21 - 35 lbs.  | R |
| 36 - 50 lbs.  | R |
| 51 - 75 lbs.  | N |
| 76 - 100 lbs. | N |

**III. POSTURES/MOVEMENTS**

|                               |   |
|-------------------------------|---|
| Sitting                       | F |
| Standing                      | O |
| Walking                       | O |
| Stooping, kneeling, crouching |   |
| and/or crawling               | R |
| Reaching and /or grasping     | F |
| Hand/finger dexterity         | F |
| Climbing and/or balancing     | R |
| Carrying, pushing and/or      |   |
| pulling                       | O |

**IV. COGNITIVE/SENSITIVE**

|                                           |   |
|-------------------------------------------|---|
| Talking                                   | C |
| Hearing                                   | C |
| Sight (Addendum: acuity, color blindness) | C |
| Smelling/tasting                          | N |

**OCCUPATIONAL ASPECTS**

**A. WORK ENVIRONMENT**

|                                   |   |
|-----------------------------------|---|
| Working Inside                    | C |
| Working Outside                   | R |
| Changing Temperatures             | N |
| Wet/Humid Conditions              | N |
| Areas of dust, odors, mist, gases |   |
| or other airborne matter          | N |
| Mechanical, electrical and/or     |   |
| other hazards                     | N |
| Confined Spaces                   | N |

**B. OTHER ASPECTS**

|                   |   |
|-------------------|---|
| Infectious Agents | N |
| Chemicals         | N |

**C. Special Equipment/Clothing**

|                               |   |
|-------------------------------|---|
| Special Equipment or Clothing | N |
|-------------------------------|---|

The above is intended to describe the general content of, and requirements for, the performance of this job. It is not intended to be construed as an exhaustive statement of duties, responsibilities or requirement