



Job Description

Job Title: Family Coordinator	Grade: 11
Job Code: 136	Salary Plan: NC
Job Family: Administrative / Clerical	
Revision Date: 21-JAN-2009	

Job Summary:

The Family Coordinator acts as a central resource to enhance collaborations and partnerships with families and health care providers in caring for children throughout Children's Hospitals and Clinics of Minnesota.

Qualifications:

Associate's Degree. This person will need to have experience as a parent in the Children's system, including both inpatient and outpatient experience. This person will need to have a strong understanding of the concepts of patient and family-centered care, and demonstrate strong problem solving, negotiation, and organizational skills. This person will need to demonstrate an independent work initiative and have the ability to maintain a flexible work schedule that may include evenings and weekends.

Essential Functions:

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required in the position.

Responsibilities

- Knowledge Driven Care Delivery*
 - *Provides services within the mission and vision of Children's.
 - *Implements the integration of knowledge into unit/department operation.
 - *Continues personal and professional development to enhance job related competency.
- Compliance*
 - *Children's Service Standards and Organizational Policies and Procedures.
 - *Children's Organizational Code of Business conduct and Corporate Compliance Guidelines.
 - *Regulatory, accreditation standards, and job/department specific competencies (Joint Commission (JCAHO), CMS, Patient's Rights, CHEX, etc.).
- Optimal Use of Resources*
 - *Manages time effectively by completing work within scheduled time, adhering to break times, arriving for work on time, and assisting others as available.
 - *Manages resources effectively including supplies, equipment, and personnel time.
 - *Takes responsibility to maintain and enhance job related competencies.
- Central Resource for Family Centered Care*
 - *Serve as a resource to inform, clarify, teach, and enable the practice of family-centered care concepts



*Identify opportunities for improvement in services that impact the patient/family experience through feedback from staff and families (e.g., family advisory councils, focus groups, satisfaction surveys, etc.)

*Participate on standing/ad hoc committees

*Work to help achieve true collaboration and partnerships between families and health care providers in the care of children

5. *Implementation of a Philosophy of Care*

*Facilitate the participation of families in family involvement activities throughout the system (e.g., recruit families, coordinate the training of families, schedule families to participate on panels, prepare families to share their stories, etc.)

*Maintain database of volunteers

*Attend NEO with families and facilitate family centered care discussion

*Be prepared to fill in at a scheduled family involvement event (a panel, etc.) when a family volunteer cancels and a substitute cannot be located

*Work in collaboration with the Family Advisory Council to support their activities