



<u>Job Code:</u> <u>FLSA Status:</u> <u>Review/Revision Date:</u>
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## JOB DESCRIPTION

Job Title: Family Centered Care Coordinator

Department: Child Life and Volunteer Services

\_\_\_\_\_  
 Department Manager Signature  
 Representative

\_\_\_\_\_  
 Signature of Human Resources

*(Entering your full name above creates an electronic signature. An electronic signature is similar to your handwritten signature. Through the use of an electronic signature, you agree that the information you provide is accurate and complete to the best of your knowledge.)*

**A. Purpose:** State why this job exists in terms of the products, services, or outcomes resulting from the incumbent's activities. Provide a broad overview, rather than an itemized list of responsibilities.

**Maintain communication and linkages with families and children with special health care needs to provide support, exchange information, and obtain input on program actions. Review and evaluate information from families and professionals to determine possible courses of action that may improve service delivery systems. Prepare written reports. Organize meetings; speak before groups of parents and professionals. Provide assistance to the project director in the development, delivery, and evaluation of activities.**

**B. Essential Functions:** Briefly state the major activities of this job for which the incumbent will be held accountable. The incumbent should expect these items to be included on his or her 90 day evaluation and annual performance evaluation. Include how the work is completed and the percent of time spent on the each function. Prioritize essential functions from highest to lowest. Omit duties requiring less than 5% of the incumbent's time. **The total percentage of time in sections B and C must total 100%.**

An essential function is any activity that cannot be removed from the job without significantly altering the nature of the job.

1. **Describe Essential Function:** Coordinate and maintain parent mentor and orientation programs.

**How work is completed:** Recruit and provide training to parent mentors. Connect experienced parents with parents of newly diagnosed children with special health care needs. Maintain the New Beginnings parent handbook. Provide the handbook for parents of newly diagnosed children as they navigate through the CMHC system. Oversee parent classes designed to target areas that require more intense training so that successful navigation can occur.

**Percent of Time:** 40%

2. **Describe Essential Function:** Coordinate Family / Professional Collaboration and Parents as Faculty.

**How work is completed:** Has a standing position on the Family Advisory Board and attends monthly meetings. Attend hospital and community meetings as a parent consultant to promote a relationship in which family members and professionals work together to ensure the best services for patients and the families. Facilitates open communication so that families and professionals feel free to express themselves. Assists with policies and procedures so that they represent and display family centered care values.

Coordinate and provide training and leadership to Medical Students, Residents and hospital staff so that they can effectively display trusting behaviors and attitudes that families value most.

**Percent of Time:** 40%

3. **Describe Essential Function:** Family Support

**How work is completed:** Support families and consult with staff about strategies for communication, safety and care. Meet with families, create programming for families and bring a family member's voice to committees as well as procedures in the hospital.

**Percent of Time:** 20%

**C. Other Important Functions:** List other functions of this job that would optimize the incumbent's productivity, but would not be considered essential job functions as defined above.

1. **Describe The Job Function:**  
**How work is completed:**  
**Percent of Time:**
2. **Describe The Job Function:**  
**How work is completed:**  
**Percent of Time:**

**D. Education /Experience:**

1. What are the MINIMUM educational and experience requirements needed to perform the essential functions?  
**Check one item in each column.**

**Education**

**Related Work Experience**

- No specific requirements
- the-Job Training
- High School diploma or equivalent
- Associates degree
- Bachelors degree
- Masters degree
- experience
- PhD
- Other: Experienced parent that has knowledge of the hospital system

- No Experience necessary / On-
- 1 year experience
- 3 years experience
- 5 years experience
- 7 or more years

2. Describe experience other than prior experience in the same job that would qualify as related work experience.  
This person will need to have experience as a parent in the CMHC Hospital system. Would like to see in-patient and out patient experience.
3. Would prior work experience in the same job be accepted in lieu of a degree? N/A  
If so, how many years? \_\_\_\_\_
4. Briefly describe why these educational/experience requirements are necessary to accomplish the essential functions of the job.  
This position will work with families and professionals to provide a healing environment that offers access to services in an appropriate manner. This position will also facilitate some exchanges of information with families and across disciplines in the hospital and community to promote the health and well being of children. Involvement in policy review and writing when family centered care concepts are to be encouraged to promote efficiency, cost effectiveness, quality care and flexibility.
5. Describe additional knowledge, skills, abilities or work experience, if any, necessary to complete the essential functions.  
Strong written skills, communication skills and facilitator skills.

**E. Licensure or Certification Required or Preferred:**

<u>License or Certification</u>	<u>Required</u>	<u>Preferred</u>
_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>

**F. Skills:**

Minimum Typing Speed: \_\_\_\_\_ wpm  Dictaphone  Minimum Data Entry \_\_\_\_\_ ksph

Medical Terminology  10 Key  Cash Register  Craftsmanship: specify trade/skill:  
\_\_\_\_\_

Other (e.g. PC/CRT skills, software, phlebotomist, etc.) \_\_\_\_\_

**G. Physical Requirements:**

Describe the physical requirements needed to complete the essential functions of this job. Indicate the type of physical activity and the amount of time engaged in the activity each day. (Examples include equipment operation, CRT/PC usage, visual attention, telephone operation, lifting/moving, standing, noise, etc.)

Physical Activity

Percent of Time

**H. Complexity and Decision Making:**

1. Check **one** item which best describes this job's **typical level** of complexity and decision-making responsibility. Weight your answer toward those decisions for which the incumbent exercises the most direct impact.

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 or 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. May have direct impact on hospital operations..

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

2. Which job classifications are directly supervised by this position?

<u>Job Code</u>	<u>Title</u>	<u># of Incumbents</u>
	Volunteers	
minimum of 25		

3. To whom does this position report? Director of Child Life and Volutneer Services

**Note:** This job description includes most of the duties and responsibilities for which an employee will be held accountable. As the job evolves an employee should expect to complete other duties as assigned that may not be specifically listed above.