



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

Job Title: Family Centered Care Assistant

Department: Volunteer Services

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

*(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.)*

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

**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.

The Family Centered Care Assistant supports the efforts to advance family centered care at CMHC as specified by the Family Advisory Board and the Family Centered Care Coordinator. This position will review and evaluate input from families and professionals to determine possible courses of action to improve service delivery and provide a link between families and staff to enhance the goals of family-centered care.

**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: Family Support

**How work is completed:**

1. This position will assist the Family Centered Care Coordinator in developing and managing family centered activities on the units or in the clinics wherein families will have the opportunity to learn about the hospital and connect with other families who have similar experiences.
2. Develop and maintain open communication with families involved in family advisory groups at CMHC, soliciting feedback and assessing ongoing needs.
3. Other duties as assigned by the Family Centered Care Coordinator

**Percent of time: 40%**

### 2. Describe Essential Function: Family Advisory Board Support

**How work is completed:**

1. Attend monthly FAB meetings; provide input and feedback from families in a proactive and clear manner.

2. **Recruit new members through hospital networking.**
3. **Bring a family voice and perspective to the FAB and other committees as needed.**

**Percent of Time: 20%**

**3. Describe Essential Function: Communication and information exchange**

**How work is completed:**

- 1. Monitor and update internal communication avenues with families through Bear Books, Tip Cards, Web site and/or Newsletter**
- 2. Gather relevant information from community sources**
- 3. Share community information and disease-specific resources on Bulletin Boards; maintain contact with Nurse Managers for input on Bulletin boards in their departments, units or clinics.**

**Percent of Time: 40%**

**4. Describe Essential Function:**

**How work is completed:**

**Percent of Time:**

**5. Describe Essential Function:**

**How work is completed:**

**Percent of Time:**

**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
- High School diploma or equivalent
- Associates degree
- Bachelors degree
- Masters degree
- PhD
- Other \_\_\_\_\_

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

2. Describe experience other than prior experience in the same job that would qualify as related work experience. Experience as a parent in the CMHC System, or member of the CMHC Family Advisory Board or a related organization which supports families of children with special health care needs is preferred. 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 person 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.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Describe additional knowledge, skills, abilities or work experience, if any, necessary to complete the essential functions.

Strong written skills, communication skills, strong interpersonal and listening skills, facilitator skills , creativity and enthusiasm.

\_\_\_\_\_

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

License or Certification

Required

Preferred

\_\_\_\_\_

[ ]

[ ]

\_\_\_\_\_ [ ] [ ]  
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**F. Skills:**

- Minimum Typing Speed: 35 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.)

<u>Physical Activity</u>	<u>Percent of Time</u>
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**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		25

3. To whom does this position report?

**Family Centered Care Coordinator**

**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.