



JOB POSTING SUMMARY			
Title: Director, Family Centered Care Programs			
Page 1 of 3	Job Code:	0PA13	Date: 12/05

Summary Description

Plans, implements and directs the development of hospital wide improvements in the delivery of family centered care, including collaboration with all CHM departments. Creates, implements and monitors mechanisms for ongoing input from families of CHM patients into policy, procedures and operations. Develops, implements, evaluates and monitors family centered care programs for physicians and other patient care providers. Develops, implements and monitors family satisfaction assessments. Performs ongoing assessments in order to identify needs in education, training, programs and services in family centered care. Provides staff support and orientation for families and staff to a family/professional advisory body. Represents CHM's family centered care programs to national, state and community agencies and organizations. Develops, implements and monitors DMC/CHM customer service programs.

Develops and monitors personnel, supply and capital budget for Family Centered Care functions. Develops policies and procedures, monitors quality and quantity of workflow to ensure work is completed, monitors quality of department operations and recommends changes as appropriate. Identifies and resolves quality improvement issues related to staff and customer service. Maintains accurate, current and comprehensive statistical data on department operations; prepares and submits routine and special reports to senior management on department operations, budgetary variance and recommended operational changes and corrections, as necessary. Responsible for monitoring adherence to accreditation requirements. Investigates and resolves problems related to the department's operation or personnel; advises senior leadership of major issues and recommends appropriate corrective action. Drafts policy provisions and provides interpretation of department policies. Identifies the need for and drafts or defines procedures/protocols in collaboration with higher management input, goals and objectives; modifies procedures/protocols as necessary. Initiates personnel actions such as hires, fires, disciplines, etc. Completes performance appraisals. Develops daily, monthly and/or yearly goals and measures for department, and as requested, assists in assessment of goal attainment. Develops and monitors budget.

Monitors activities to ensure compliance with applicable laws, regulations JCAHO requirements, and DMC policies and procedures. As directed, implements external and internal audit recommendations. Ensures hospital departments achieve objectives for diversity of their suppliers.

Minimum Qualifications

1. Bachelor's degree in public policy, healthcare administration, health education or related health field, or the equivalent combination of education and/or experience. Master's degree preferred.
2. Five years experience working with families of CSHCN and translating their strengths, needs and priorities into policy.
3. Experience as the parent or primary caregiver for a child who has been cared for at CHM strongly preferred.



DETROIT MEDICAL CENTER

JOB POSTING SUMMARY

Title: Director, Family Centered Care Programs

Page 2 of 3	Job Code:	OPA13	Date:	12/05
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Skills Required

1. Analytical ability to serve in an advisory/consultative role in determining and/or developing strategies, policies, processes, protocols and methods, frequently in the absence of guidelines or technical assistance, and to evaluate and direct complex systems that foster innovative approaches to procedures/processes.
2. Communication and interpersonal skills to work productively with all levels of hospital personnel, to communicate effectively with diverse populations, and for frequent contacts with internal customers as well as stakeholders external to the DMC to persuade or negotiate on a wide range of subjects in situations which may be controversial, sensitive and/or lead to confrontation. A mastery of a variety of communication modalities is required to include leading meetings, making formal presentations, and writing complex documents and managing complex relationships over time.
3. Project management skills including the ability to define program, project, or process objectives, identify stakeholders and their interests, plan steps, coordinate and allocate human, technological and fiscal resources to accomplish goals and objectives in a resourceful yet timely manner.
4. Leadership skills including demonstrated willingness to pursue leadership roles with increasing levels of accountability, comfort with decision-making responsibilities, coaching, teaching and counseling skills, and the ability to inspire and build confidence in others and to forge alliances and garner support.

<i>Patient Age Statement</i>	Applies:	X	Does not Apply:	
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Employees with Patient Contact

Based on observation, demonstrated knowledge and skills necessary to provide care appropriate to the age of the patients serviced on assigned unit(s). Demonstrated knowledge includes principles of growth and development over each patient's life span. Provides care needed as described in department policies and procedures.

Nursing/Patient Care

Based on observation, demonstrated knowledge and skills necessary to provide care appropriate to the ages of the patients serviced on assigned unit(s). Demonstrated knowledge includes principles of growth and development over each patient's life span. Possesses ability to assess data reflective of each patient's status and interprets appropriate information needed to identify each patient's age-specific requirements. Provides care needed as described in department policies and procedures.

Working Conditions:	NA			
Reporting Relationships:	As assigned			
Pay Grade:	265			
Hourly/Salaried:	Salaried			
Job Family:	Clerical/Technical	<input checked="" type="checkbox"/>	Leadership	
	Professional/Administrative	<input type="checkbox"/>	Union	

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Page 3 of 3	Job Code:	0PA13	Date:	12/05

Please note that the primary purpose of this job posting summary is to set a rate of pay for this job classification. Only those duties and responsibilities necessary for proper job evaluation and labor market analysis have been included. Other duties and responsibilities will be assigned by the supervisor.