

University of Michigan Health System
Holden NICU
Position Description

Title

Parent Host

Position Summary

The general role of the Parent Host in the NICU at UMHS is to offer peer support to parents and families of babies in the unit. A candidate would be a NICU graduate parent who has self-direction and sensitivity, and who would offer support to families in its various forms.

Family Support

The primary function is to provide support to families of babies that are receiving care in the NICU at UMHS. A key responsibility of this role is to prepare and assist families with the hospital experience, (pre-admission to discharge) through peer support, personal comfort, learning tools, and navigating the hospital environment.

- Prepares and educates families for NICU experience
- Promotes the emotional and personal comfort of families that assures the highest standard of care for them
- Facilitates communication between families and health care members to provide a seamless inpatient experience

Duties and Responsibilities

I. Family Support

- Assist in preparing and educating families, whose babies are known NICU admits, through peer support
- Provide support and act as liaison for mothers in the Recovery Room immediately after birth
- Welcome and orient families to the NICU. Be available to families for primary role of peer support
- Assist mothers with peer breastfeeding support. Includes breast pump orientation for collection and storage, procurement of pump, pump rooms, sterilizer, supplies, milk storage, labeling of bottles
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II. Communication

- Seeks direction and assistance with priority setting from Parent Coordinator
- Serve as liaison with Charge Nurse
- Serve as liaison with Social Worker
- Serve as liaison with Lactation Consultant
- Coordinate with Unit Hosts in assisting families with relocation to other units
- Promptly relay messages between family and staff
- Facilitate communication between RN and other hospital departments by intervening as necessary—taking messages, appropriate action as directed by RN
- Coordinate with and support unit volunteers

Schedule

Work schedule is designed around peak family-need hours. Shift time to encompass 10am-10pm timeframe to include weekend coverage.

Supervision exercised

None

Supervision received

Clinical Nurse Manager and/or Supervisor, Clinical Nursing is responsible for hiring, overseeing and annually evaluating the Parent Host. Receives functional supervision from Parent Coordinator through weekly meetings.

Required Skills

Required:

- Personal parent experience in the newborn intensive care environment
- Demonstrated excellent customer service (i.e. friendly, courteous, sensitive, empathetic, tactful, works well with others, sense of team-spirit)
- Ability to work independently in an ever-changing and potentially stressful environment
- Demonstrated interpersonal skills in oral and written communication
- Demonstrated strong organizational skills (dependability, initiative, ability to prioritize, good judgment, ability to accept direction)
- Capable of relating to a diverse cultural and demographic background
- Understanding of concepts of Patient- & Family-Centered-Care
- Basic computer skills

Desired:

- Personal parent experience in the UMHS NICU
- Personal experience in providing mother's own milk for her baby
- Experience in program design and implementation
- 6 -12 months experience (work, and/or volunteer) within acute health care setting
- Post high-school education