



University of Michigan Health System
Title: Parent Coordinator

BASIC RESPONSIBILITIES

- Envision, develop, and coordinate programs in the unit to provide optimal services to Holden NICU families, graduates and staff.
- Develop and coordinate support to families in the unit.

CHARACTERISTIC DUTIES

- Develop and coordinate support to families in the unit.
- Mentor and support activities of Parent Hosts (two unit paid-parents providing peer support).
- Participate on Vermont Oxford quality improvement team and serve as Vermont Oxford faculty member.
- Establish and coordinate ongoing programs such as Family Advisory Council, Web-based Parent Mentor Program, Family Faculty, First Friday NICU Family Night, Family Virtual Tour Website, Annual Holden Graduate Family Reunion, Hope Beads, Family Library Cart, Holden database, Holdengrads.com website, and Holiday Open Houses and gifts.
- Participate on unit committees, including Family Centered Care Committee (Co-chair), Joint Practice, Vermont-Oxford Quality Improvement Team, C&W Design, and Kangaroo Care Co-Design Team.
- Participate on hospital wide committees such as Mott PFCC, Center for Breastfeeding Excellence Initiative, Mott C&W Design, and PFCC Communication & Education).
- Participate in interview process of new hires.
- Write grants and implement funded projects such as the Web-based Parent Mentor Program, Sibling Activity Book, Mother's Milk Companion, Family Virtual Tour website, and Acoustic Painting Tiles,
- Model and share Holden FCC philosophy and practices with Mott, UMHS and other hospitals, utilizing the resources of the Institute for Family Centered Care and Vermont Oxford Collaborative.

SUPERVISION RECEIVED

General supervision is received from Holden NICU Clinical Nurse Manager.

SUPERVISION EXERCISED

Guidance and training of parent volunteers for Family Advisory Council, Web-based Parent Mentor Program, Family Faculty Program, Kangaroo Care Co-Design.

QUALIFICATIONS FOR PARENT COORDINATOR ROLE

- Bachelor's degree
- Graduate parent of NICU infant experience.
- Demonstrate excellent interpersonal skills, problem-solving and visioning skills.
- Demonstrate excellent time-management skills to include organizational ability and interest in working independently.
- Demonstrate interest and initiative in learning opportunities such as IFCC seminars, and Vermont Oxford and Gravens conferences.

FUTURE GOALS

- Expand efforts to support parents' involvement in the care of their baby as a member of the health care team through the admission process, rounds, discharge management, safety, and communication.