

## The Mount Sinai Kravis Children's Hospital

**Position:** Coordinator of Patient and Family Centered Care Program

**Position**

**Summary:** In this newly-created position, the coordinator will be responsible for establishing and leading a state-of-the-art Patient and Family Centered Care program at the Mount Sinai Kravis Children's Hospital. The candidate will provide administrative, operational, and financial oversight of the program and will develop and implement the vision and services through creation of a strategic plan and the establishment of short and long-term goals. The coordinator will also be responsible for planning, coordinating, and implementing systems of psychosocial support for patients and their families during their healthcare experiences at the Mount Sinai Kravis Children's Hospital.

**Position**

**Requirements:** Desired Qualifications

- A master's degree in a pediatric health-care profession (nursing, child life, social work, etc.) is preferred, and is mandatory if required by profession, but appropriate transferable skills with a bachelor's degree will be considered if other aspects of candidacy are superb.
- Minimum of five years of practice including a minimum of four years of pediatric experience in profession.
- Minimum of three years of supervision management experience.
- Strong communication and presentation skills
- Experience in dealing effectively with persons in stressful situations, particularly in a hospital setting, significant customer service experience
- Analytical skills necessary to identify and solve problems within a constantly changing and stressful environment
- Demonstrated leadership abilities with good organizational skills
- Substantial experience with public speaking and presentations
- Grant-writing experience desirable

**License:** As required by profession.

**Certification**

**Required:** As required by profession.

**Comments:** Meets the accrediting and/or licensing standards of the profession. Knowledge of the therapeutic value of profession and ability to interpret role to staff, other professionals, and community with tact and judgment. Management skills.

**Essential  
Functions:**

1. Establish and develop a Patient and Family Centered Care program at the Mount Sinai Kravis Children's Hospital.
2. Collaborate with the full interdisciplinary team and all other areas of the organization to ensure the development and implementation of best Patient and Family Centered Care practices at the Mount Sinai Kravis Children's Hospital.
3. Create, direct, and supervise Family Faculty group and the Parent Advisory Council.
4. Oversee finances and management of Patient and Family Centered Care program budget, including grants, donations, expense reconciliations, A/P, and any other associated financial transactions.
5. Direct and implement all functions of the program relating to quality, program development, marketing, performance improvement, research, partnerships, and care models.
6. Create a team environment that fosters open communication and collaboration that supports Mount Sinai's BEST strategic and program plan.
7. Support professional growth of the interdisciplinary team including development and ownership of the Patient and Family Centered Care program's mission and goals.
8. Be responsible for the operation of the program and for the assessment, measurement, and continuous improvement of the program's performance to fulfill its mission and meet or exceed its goals.
9. Ensure that adequate staff, space, equipment, and other resources are available to best support the Patient and Family Centered Care program's needs.
10. Coordinate the development and implementation of policies and procedures that guide and support the provision of services to meet patient and family expectations and excellence.
11. Provide leadership to establish and implement the goals and objectives of patient and family centered care throughout Mount Sinai Medical Center.
12. Participate and contribute to national fora and organizations in order to remain current with the newest theories, research and trends related to meeting the psychosocial needs of children in healthcare settings.
13. Practice cultural competence in relationships with patients, families, and colleagues.

**Internal and External Personal Contact**

This employee will report to the Director of Child Life and the Chairman of the Department of Pediatrics. The candidate will supervise and evaluate students, family and patient faculty; will

supervise and evaluate instructors; provide leadership in team meetings, maintain and model effective working relationships with members of the healthcare team including physicians, nurses, and administrators.

**Job Specific**

**Contents:** Direct contact with patients, families, and all other hospital personnel.  
Direct contact with other clinical professionals, administrators, organizations regionally, nationally, internationally as required to enhance program excellence.

**Supervisory**

**Responsibility:** Direct supervisor of Family Faculty and Family Advisory Council.