**TITLE**:  NICU Parent Partner Lead

***BASIC FUNCTION AND RESPONSIBILITY***

Provide peer support to parents and families of babies in the Neonatal Intensive Care Unit (NICU) and participates in quality improvement efforts with the Quality Improvement (QI) Team in the unit.

***QUALIFICATIONS***

Required:

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

Desired:

* Personal parent experience in the XXXXXXX hospital
* Post high-school education

**DUTIES AND RESPONSIBILITIES**

* Offer peer support and personal assistance to NICU families
* Support the health care team to welcome and orient families to the NICU:  parent space in the single patient room, NICU family lounge and amenities, Ronald McDonald House Family Room, cafeteria and navigating the hospital
* Facilitate and coordinate unit programs (e.g. parent activities, NICU and Parent Support, holiday gatherings)
* Participate in quality improvement initiatives to ensure patient voice is heard
* Coordinate/planning of the annual NICU reunion
* Promote the emotional and personal comfort of families
* Facilitate communication between families and health care members to provide a seamless inpatient experience
* Assist in prenatal consultation/involvement with high-risk families prenatally
* Provide support and act as liaison for parents after birth
* Coordinate and facilitate NICU volunteers
* Assist with nursing scheduled family activities
* Develop and implement educational and supportive tools to aid families in the hospital
* Participate on unit committees as designated by NICU nursing leadership
* Act as a family liaison to other care team members (Developmental Team, Nursing, Social Work, Lactation, Nurse Practitioners, Physicians)

**SUPERVISION RECEIVED**

General supervision administered by the NICU Clinical Nurse Manager and/or Supervisor