**TITLE**:  NICU Parent Partner Support

***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
* Relates to a diverse cultural and demographic background

Desired:

* Personal parent experience in the XXXXXXX hospital

**OPPORTUNITIES TO SUPPORT INCLUDE:**

* 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, 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
* Coordinate/planning of the annual NICU reunion
* Promote the emotional and personal comfort of families
* Assist in prenatal consultation/involvement with high-risk families prenatally
* Provide support and act as liaison for parents after birth
* 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

**SUPERVISION RECEIVED**

Supervision is received by the NICU Parent Partner Lead.