

Position Description

Details

Job title	Family Support Coordinator	Team	Patient and Family Support
Reports to	Family Support Manager	Job status	Permanent
Direct reports	None	Hours	Full Time
Updated	July 2022		

Our Vision and Mission

Our Vision	For every sick child to have the best possible health care, with access to world class research and clinical treatment in a healing environment	
Our Mission	We help save children's lives and work wonders for sick kids and their families	
Our Values	Accountability	We aim to deliver high impact results, are accountable for our actions and resources and communicate this openly and honestly
	Recognition & Respect	We are respectful in all our interactions and committed to recognising others and valuing their contributions
	Care	We care for everyone we impact – the children always come first
	Working Together	We selflessly support and trust each other and our teams, share our ideas and goals, work hard, have fun and celebrate our achievements
	Excellence & Innovation	We strive for excellence, encourage innovation and develop our skills to achieve our best

Key Relationships

Primary internal relationships	Patient and Family Support team, Marketing and Fundraising teams
Primary external relationships	Queensland Children's Hospital patients, families and staff, Juiced TV

The Person

Qualifications

- Qualifications or equivalent level of experience in the areas of peer support, community services or social work in the context of healthcare.
- Exposure to the media and journalism industry would be advantageous.

Skills and Experience

- Previous experience delivering support services in the healthcare community, including completion of relevant documentation and reporting.
- Excellent customer service and people skills with a proven track record of developing strong relationships with a wide variety of people from diverse backgrounds in an empathetic and sensitive style.
- Ability to maintain a calm and professional demeanour when supporting families who may be experiencing crisis or are vulnerable.
- Strong computer skills, including Microsoft Office suite and the use of web-based platforms and social media, to engage with your client group and undertake administration tasks relevant to the role.
- Well-developed oral and written communication skills with strong attention to detail.
- Excellent time management and prioritization skills with the ability multi-task in a fast-paced environment.
- Experience developing stories suitable for various communication channels
- Ability to work effectively with others and independently.
- Demonstrates initiative and is a flexible and fair team player.

Job Purpose

Primary purpose of role

The Family Support Coordinator is responsible for coordinating the Foundation's family support activities within Queensland Children's Hospital. The role will focus on building and maintaining strong relationships with families to improve their healthcare experience and identify those who are willing to share their stories to assist our fundraising, marketing, and brand awareness strategies.

Key Responsibilities

Family Support

- In conjunction with the Family Support Manager, coordinate delivery of Family Support services.
- Establish relationships with long-term or 'frequent flyer' families to ensure they receive high levels of connection and support when accessing or engaging with Children's Hospital Foundation services and activities, including Juiced TV.

- Support the delivery of the Foundation's Inpatient Orientation service and ensure it is effectively delivered to all inpatient hospital wards daily.
- Where required, maintain relationships and regular correspondence with Children's Hospital Foundation ambassador families.
- Assist with the development of content plans and coordination of engagement via the CHF Families Facebook page.
- Assist with regular evaluations of Family Support activities to ensure maximum impact is achieved.

Internal Operational Support

- Support the operational planning and day to day coordination of all Family Support activities aimed at improving the hospital experience for inpatients, outpatients, and state-wide consumers of Children's Health Queensland.
- Support the development and implementation of Family Support services across the Foundation and Queensland Children's Hospital in conjunction with the Family Support Manager.
- Liaise with broader Patient & Family Support team to ensure alignment with all PFS objectives and deliverables and collaborate in the development and delivery of new strategic initiatives to increase impact.
- Work with the Family Support Manager to control expenditure for budgets within areas of responsibility and maintain appropriate asset registers.
- Foster collaboration and support between Foundation teams.
- Support the expansion and improvement of current programs and services to meet the needs of the hospital and its stakeholders, as identified through consumer and community engagement activities.

Volunteer Support

- In conjunction with the Family Support Manager, support the daily coordination of Inpatient Orientation volunteers to meet the needs of CHQ and CHF.
- Escalate to the Family Support Manager any performance management, grievance, and dispute resolution for staff, CHQ, and volunteers.

Marketing and Media Support

- Assist the Family Support Manager and marketing and fundraising teams by identifying and stewarding appropriate families for inclusion in media and storytelling, including obtaining relevant parent/guardian consents, contact information and introductory story notes.
- Work with the Family Support Manager and marketing team to ensure patient and family stories and photos are approved by the family before use, and courtesy notification is provided for further use.
- Regularly update the CRM with family updates relevant to their use of services and involvement in marketing and fundraising activities.
- Work with the marketing team to support families at media events, filming and photoshoots as required.

Family Experiences

- Support the identification and allocation of family experiences offered to patients and their families.
- Attend and provide assistance to families at external experiences where required.
- Assist the Family Support Manager in the ongoing coordination and sourcing of in-kind experience providers and suppliers.
- Seek to engage children to be involved in Juiced TV and assist with filming days at the hospital and offsite shoots where required.

Relationship Building

- Develop and maintain professional relationships with key hospital staff and stakeholders from partner organisations to ensure the effective delivery of services.
- In conjunction with the Family Support Manager, regularly collaborate with social work teams to improve family access to information and pathways for services such as Indigenous Health Liaison, welfare, travel hub, bereavement services.
- Develop and maintain relationships with CHQ staff, patients, and their families, continually seeking feedback to ensure the best possible outcomes of Family Support Services.
- Facilitate hospital tours and presentations where required.

Administration

- Support the daily entries of service statistics and meet reporting responsibilities.
- Support the entries of photo/video consents, including administrative functions associated with the upkeep of database and expiry of consents. Regularly maintain the database to ensure family's data records are current and accurate.
- Undertake general administration tasks including raising purchase orders and processing invoices etc.
- Assist with scheduling and coordinating team meetings.
- Assist the team in developing reports that are accurate and provide insight into current operations.
- Responsible for writing, maintaining, and reviewing standard operating procedures for the team and in accordance with the policy register.

Work Health & Safety

- Comply with and champion all Children's Hospital Foundation workplace health and safety policy and procedures.
- Comply with all Children's Health Queensland policies and procedures, including infection control and room precautions.
- Take reasonable care at work to ensure your own and others' safety.
- Report all known or observable hazards.

Competencies

Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious
Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit and/or the organisation; Provides individuals information so that they can make accurate decisions; is timely with information
Peer Relationships	Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; Can solve problems with peers with minimum noise; is seen as a team player; easily gains trust and support of peers; encourages collaboration; can be candid with peers
Functional Technical Skills	Has the functional and technical knowledge and skills to do the job at a high level of accomplishment
Organising	Can marshal resources to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner
Action Orientated	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others

Other Considerations

The Children's Hospital Foundation is committed to child safety. The Working with Children (Risk Management and Screening) Act 2000 requires that people who work with children in certain categories of employment undergo the 'working with children' check. All Foundation employees must be eligible for a Blue Suitability Card, issued by the Department of Justice and Attorney-General. The issue and maintenance of a positive suitability notice is a requirement for continued employment at the Foundation.