

DIVISION SCOPE OF SERVICE

Division: CENTRAL WEST TEXAS
Classification: FAMILY SUPPORT SPECIALIST
Applicant Name:

<p>Family Support Specialist: The Family Support Specialist must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.</p> <p>Definition of Care or Service: The Family Support Specialist provides peer psycho-social support and education for NICU families in partnership with hospital staff. Leaning on their own personal experience and specific peer support training, the Family Support Specialist is responsible for supporting NICU families in both community and hospital settings either one-on-one or in a group. The Family Support Specialist's primary responsibilities include visiting families one-on-one at their baby's bedside, facilitating weekly support programs, distributing milestone beads and hosting holiday events, all with a goal to reduce the negative impact of a NICU stay and ensure the best outcome for the entire family. There are also reporting requirements to supervisors and hospital staff about the interactions with families.</p> <p>The Family Support Specialist serves as the first, and sometimes only, representation of support within the hospital for NICU staff and NICU families. This care provider must demonstrate an empathetic personality combined with a dynamic professional attitude to convey the mission and values on behalf of the entire organization.</p> <p>Scope of service may include:</p> <ul style="list-style-type: none"> Provides support and encouragement to families during their NICU stay. Identifies and provides timely and effective peer psycho-social support and interventions for families. Disburses resources and NICU Milestone beads to parents and families in the NICU. Facilitates support groups using custom support group curriculum. Facilitates sibling events using custom sibling support curriculum. Helps families identify and access medical and therapeutic services in their community. Helps families find financial resources and navigate insurance systems. Provides bereavement support for families who have experienced a loss at any point in pregnancy or early infancy. Serves as liaison between families and NICU staff. Tracks and reports program data to measure impact, performance and overall effectiveness of the program. Ensures posters and brochures are always visible and available, where appropriate. Helps to recruit volunteers and peer mentors. Submits weekly and monthly reports – timesheets, expense reports – in a timely fashion. Perform other duties as may be assigned by the Director of Programs. Demonstrates Clinical and Service excellence behaviors to include code of HCA conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.
<p>Setting(s):</p> <ul style="list-style-type: none"> Healthcare facilities including but not limited to NICU
<p>Supervision:</p> <ul style="list-style-type: none"> Direct supervision by Team Leader on site, Department Director or designee

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Evaluator: <ul style="list-style-type: none"> Contracted Director of Programs, Team Leader, Department Director or designee Tier Level: 2 eSAF Access Required: YES
Qualifications: <ul style="list-style-type: none"> Bachelor's degree or equivalent work experience required Preferred Qualifications: <ul style="list-style-type: none"> Licensure or experience in the perinatal or mental health fields is preferred <p>NOTE: Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check</p>
State Requirements: <ul style="list-style-type: none"> N/A
Experience: <ul style="list-style-type: none"> Personal experience with a child or loved one in the NICU is required
Competencies: The Family Support Specialist will demonstrate: <ul style="list-style-type: none"> Ability to provide culturally-competent support and education in English Bilingual in English and Spanish is preferred. Work or internship experience in health care, early childhood intervention, or maternal health care programs. Experience working with children and families, including those with disabilities. Willingness to learn and apply best practices in health literacy and medical education. Willingness to learn and abide by best practices in peer support. Ability to work both independently and on teams. Ability to think proactively, address problems creatively, and take initiative appropriately. Demonstrated excellence in organizational skills and verbal communication skills. Infection Prevention <ul style="list-style-type: none"> Practices consistent hand hygiene Uses personal protective equipment (PPE) when required Required immunizations per Division requirements Complies with Isolation precautions Maintains sterile field
References: <ul style="list-style-type: none"> N/A
Document Control: <ul style="list-style-type: none"> Created 8/9/2019 Cosmetic updates 9/28/2020

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Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.

Applicant Printed Name: _____

Signature: _____

Date: _____