

Job Description

Details

Job title	Patient & Family Support Officer	Team	Patient and Family Support
Reports to	Patient Experience Manager – Entertainment (PEM-Ent) Family Liaison Manager	Job status	Permanent Full-Time
Direct reports	Volunteers	Hours	Tuesday to Saturday
Effective	December 2021		

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, Volunteers and Children's Hospital Foundation staff

Primary external relationships Queensland Children's Hospital staff, patients and their families and the general public.

The Person

Skills and Experience

- Min 2 years' experience in supervision of staff or volunteers
- Min 2 years' experience in working with children
- Proven ability to communicate with empathy and compassion in a highly emotional environment whilst maintaining professional boundaries
- High levels of self-awareness and ability to adjust your communication style to suit your audience within in a highly stressful and emotional environment
- Experience in customer service or in a service delivery-based business
- Excellent time management skills and the ability to prioritise and multitask
- High level written and verbal communication skills
- Highly organised with strong attention to detail
- Ability to interact positively with a wide variety of stakeholders
- Ability to work in a busy and fast paced environment
- Ability to work independently and as part of a team
- High level of initiative (i.e., acts independently to improve processes)
- Experience in a Microsoft Office environment

Job Purpose

Primary purpose of role

To assist the Patient & Family Support team with the delivery of Inpatient Orientation and Patient Experience programs and services. This is a split role supporting the Family Liaison team and the Patient Experience team aimed at continuing to improve the support provided to families and CHQ staff.

Supporting the Family Liaison team, you will assist in delivering Inpatient Orientations and connecting families with relevant services and support to positively influence their healthcare experience.

The Patient Experience support is comprised of planning and delivering entertainment and distraction programs, Kidzone playroom operations and supervising Entertainment volunteers.

Key Responsibilities

Inpatient Orientation

- Provide relevant hospital and CHF information to families through the Inpatient Orientation service.
- Obtain parent/guardian contact information for the purpose of ongoing support and communication on all Foundation activities.
- Support the identification of long stay families for Family Liaison Manager and Coordinator to provide ongoing support plans.
- Provide support to families through the promotion of services offered by the Foundation, including identifying kids to be involved with Juiced TV.
- Support the allocation and distribution of external family experiences.
- Maintain the CRM to ensure family records are current and accurate.

Patient Experience - Supervision

- Supervise, organise and coordinate entertainment services volunteers to deliver enjoyable entertainment and activities throughout Kidzone, Inpatient units, Outpatient Clinics and common areas of Queensland Children's Hospital.
- Support the PEM-Ent in the induction and training of new volunteers including orientation, with specific reference to Inpatient and Outpatient visits and Kidzone.
- Supervise volunteers by monitoring and responding to their needs, including their probationary period, rostering, attendance and day to day performance management and task allocation.
- Develop meaningful relationships with volunteers and ensure they feel supported and championed.

- Escalate any performance management, grievance and dispute resolution for volunteers to the PEM-Ent.
- Be a positive role model and foster a positive and rewarding work environment.
- Provide feedback to relevant stakeholders on opportunities, stakeholder feedback and areas for improvement.

Service Delivery

- In conjunction with the PEM-Ent, organise and coordinate resources to deliver age-appropriate activities within Kidzone to enhance the experience for children, families and volunteers in attendance.
- Assist in the organization and implementation of Patient Experience services in inpatient units, outpatient clinics and common areas.

Procedural Responsibilities

- Attend volunteer training once a year and the annual Policy & Procedure updates.
- Ensure volunteers are advised and abide by any policy or procedure changes to ensure safe environment for, patients and families.
- Ensure volunteers understand and know how to access the Foundation's relevant policies and procedures including Child Protection, WHS, to enable volunteers to work safely and efficiently.
- Communicate any on shift procedural and policy change requirements to Management.

Business Operations

- Support relationships with hospital department staff in order to assess the section/division needs, build awareness and measure impact of the Entertainment services.
- Complete daily administration tasks which include, but is not limited to checking emails, service requests, volunteer inductions, calendars, voicemail, daily folder and stats collection.
- Assist with in-kind donation processing by way of regular data entry, sorting, storing and distribution of excess supplies.
- Update and monitor volunteer records within the volunteer management system.
- Ensure accuracy of record keeping and volunteer files are maintained with shift allocations.
- Input service statistics as required (daily/weekly)

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.