



Australia's leading organisation supporting premature and sick newborns, their families and the hospitals that care for them toward a purpose 'To improve, support and enhance all lives impacted by a premature or sick birth.'

Position information		
Job Title NurtureProgram Support Worker	Position Reports To Team Leader – NP Services Manager	
Incumbent	Location Remote	
Job Status Part Time		Reviewed April 2025
Primary purpose of the job		
This role will provide quality peer emotional support and connection for all lives impacted by a premature or sick birth through the delivery of NurtureProgram services, namely NurtureLine and NurtureTime. The role will also provide delivery of resources to families in hospital and community settings and support the wider team with events, campaigns, community awareness and advocacy.		
Person specification		
This person will have outstanding people and relationship building capabilities, be organised, able to work to timelines and both autonomously and in a team. Compassion, empathy and a supportive nature is vital and as part of our NurtureProgram team criteria, this person must have had a direct neonatal experience with a premature or sick baby.		
Key Performance Areas		
Organisation	Purpose	'To improve, support and enhance all lives impacted by a premature or sick birth.'
Organisation	Values	Empathy, Community, Commitment, Respect
Organisation	KPI	Increase number of impacted families reached by 10% year on year
Role KPI's	KPI's	<ul style="list-style-type: none"> - Service sessions held on dates booked - Increase number of families reached through services per region - Maintain resource distribution - Up to 4 Inservices per hospital per year

key accountabilities and responsibilities

<ul style="list-style-type: none"> • Provide quality peer to peer parent support for families in a neonatal unit, maternity and the transition from hospital to home • Provide quality support to all lives impacted by a premature or sick birth • Attend and deliver services to schedule • Provide peer emotional support through NurtureLine • Deliver Inservices to hospitals to increase awareness • Submit statistics and report to management • Maintain distribution of resource packs to families at pivotal points in hospital stay • Identify hospital needs and connect with relevant departments in Miracle Babies Foundation • Promote and raise awareness of Miracle Babies Foundation • Adhere to WHS and HR policies • Ensure a safe and inclusive environment for families at services • Attend and assist the team with events and campaigns • Align with organisational values and foster a positive culture and environment 	<p>Service sessions held on dates booked</p> <p>Increase number of families reached through services per region</p> <p>Maintain resource distribution</p>
<ul style="list-style-type: none"> - Some out of hours work may be required - Monday - Saturday - Some inter-state travel may be required 	
<p>All payments must be approved and authorized by the CEO/COO</p> <p>Annual and campaign strategies to be approved by the CEO/COO</p>	

Staff members may be requested participate in brainstorming, volunteers meetings, team meetings, board meetings, conferences, trade shows, team bonding days or other external activities other than those specifically presented in this description to assist in a collaborative and positive environment.

I agree to perform the duties set out in the above position description and will carry out those duties to the performance standards required. This position description and responsibilities of this position may vary and is subject to change. An incumbent is required to comply with any reasonable work requests as directed.

Name: _____ Signature: _____ Date: _____

CEO: _____ Signature: _____ Date: _____