



Australia's leading organisation supporting premature and sick newborns, their families and the hospitals that care for them. Our vision is working for better, healthier outcomes for newborns and their families challenged by prematurity or sickness

Position information		
Job Title NurtureProgram Support Worker		Report to: NurtureProgram - Services Manager
Status: Part Time	Location: Remote	Reviewed: April 2023
Primary purpose of the job		
<p>Supporting Miracle Babies Foundation's NurtureProgram services and parent information and the Foundation's activities will improve engagement between Miracle Babies Foundation's internal and external stakeholders increasing parent connection to services, resulting in better, healthier outcomes for families with premature or sick newborns.</p> <p>This will be achieved by delivering services for families in hospitals, community and online digital platforms. To provide peer support, guidance and hope within the premises of the approved hospital, through NurtureTime, for families that have babies in the Neonatal Intensive Care Unit (NICU) or Special Care Nursery (SCN). The NurtureProgram Support Worker will conduct NurtureGroup's and support the volunteer team to ensure that our continued commitment to provide the highest standard of care in peer to peer parent support for families of premature and sick newborns to families discharged from hospital and deliver other services as required through online digital platforms.</p> <p>This role will assist in the development of the information hub on the website and promotion of all services and resources as required.</p> <p>This role works closely with staff and volunteers within NurtureProgram, Miracle Babies Foundation head office and relevant stakeholders. Administration duties and reporting are a further priority of the role.</p>		
Person specification		
<p>This person will be motivated and passionate to provide support and information to families by their own personal experience of having their baby in the Neonatal Intensive Care Unit (NICU) or Special Care Nursery (SCN).</p> <p>It is important that this person demonstrates that they are emotionally mature from their own personal experience within NICU/SCN, are sensitive, displays warmth, non-judgmental characteristics and able to communicate effectively with empathy.</p>		
Key Performance Areas (KPA) and Key Performance Indicators (KPI)		
Organisation	Vision	'Better healthier outcomes for newborns and their families challenged by prematurity or sickness.'
Organisation	Values	Empathy, Families, Commitment, Quality, Transparency, Compassion, Innovation, Connection, Collaboration, Community, Respect

Role KPI's	KPI's	<p>Service sessions held on dates booked</p> <p>Increase number of families reached through services per region</p> <p>Maintain resource distribution</p> <p>Inservices</p>
Key Result Area (KRA) Key accountabilities and responsibilities Key Performance Indicators (KPI)		
Parent Support, reporting, information and Engagement:	<ul style="list-style-type: none"> • Delivery NurtureProgram services as required, NurtureTime, NurtureLine, NurtureGroup, NurtureOnline as per NP guidelines • Provide emotional peer support to families as per Hospital and Miracle Babies Foundations' policies, procedures, and guidelines • Attend to NurtureLine referrals and support as required. • Deliver NurtureProgram services as agreed, on schedule, either face to face, via phone or online delivery • Complete and submit service reports, registrations and sign in forms to your service lead report • Promote Miracle Babies Foundation • Maintain and distribute stock of resources for hospitals and families • Maintain stock supply at NurtureTime partner Hospitals • Plan and maintain annual calendar of special events, inservices, parent education sessions and ad hoc celebrations to meet the needs of the partner hospital and current families • Arrange x 4 annual NurtureGroup Guest Speakers that meet interest of current families • Identify topics for information hub and assist in parent draft of content • Assist families in the transition into community group support • Working with social media and other departments to increase support reach and parent engagement 	<p>Service sessions held on dates booked</p> <p>Increase number of families reached through services per region</p> <p>Maintain resource distribution</p> <p>Inservices</p>
Awareness and innovation	<ul style="list-style-type: none"> • Support community and national head office with awareness events and campaigns as requested. • Attend additional rostered shifts for PBC Expo's and other community awareness events as required. • Monitor and drive parent engagement through Facebook and social media platforms. • Remain professional and supportive always to internal and external stakeholders, including families, hospital staff, volunteers, and employees 	

	<ul style="list-style-type: none"> • Work corporately with volunteers to foster a positive team environment. • Adhere to Miracle Babies Foundation’s policies and Employee Handbook and WHS Handbook 	
Experience/ skills/ knowledge and qualifications		
Essential	<ul style="list-style-type: none"> - Must have had a baby who has been an inpatient in a NICU or Special Care Nursery (SCN) - Demonstrate a clear separation between yourself and the families you seek to help whilst emotionally mature from your journey - Demonstrate sensitivity, displaying warmth, be non-judgmental and able to communicate effectively with empathy. - Ability to develop positive relationships with families, volunteers, hospital staff and external stakeholders - Ability to work collaboratively with managers, employees and volunteers to create a team environment - Capacity to show initiative, drive, ownership, and professionalism - Current drivers licence and access to a vehicle 	
Desirable	Have an understanding of social media platforms Previous experience within a NFP sector	
Additional Requirements	Represent Miracle Babies Foundation at various activities within your region	
Authorities:	This position has all authority needed to achieve the above outcomes All funding and budget requirements to be approved by the CEO	
<p>It is expected that you will also be required to work any additional hours in order to ensure that your key responsibilities are completed. Staff members may be requested participate in brainstorming, volunteer 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.</p> <p>I agree to perform the duties as 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.</p>		
Name: _____ Signature: _____ Date: _____		
Manager: _____ Signature: _____ Date: _____		