



*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 –**  
**Volunteer Consumer Representative**

**Reports To**  
**CEO/NP Information Coordinator and**  
**Consumer Representative**

**Job Status**  
**Volunteer**

#### Primary purpose of the job

The NurtureProgram – Consumer Representative is part of a dedicated team providing *Better, Healthier Outcomes to families with premature and sick newborns* by providing consumer representation, functional administration and operational support to the NurtureProgram Department. Working closely with the Research & Advocacy Officer, staff and volunteers and other departments and clinicians, NurtureProgram Support Staff and Volunteers to ensure families, volunteers and health professionals are able to access professional, courteous, respectful and confident consumer representation.

#### Person specification

This person will be a special kind of person who can align themselves with Miracle Babies Foundation's vision who genuinely cares about better, healthier outcomes for newborns and their families internally and externally and comfortable with representing families of all different experiences, cultures, families challenged by prematurity or sickness. This person will have strong relationship building skills to maintain important, backgrounds and outcomes.

#### Key Performance Indicators

Organisational	Organisational Target	Working in partnership with all MBF divisions to drive innovation and quality to influence better, healthier outcomes for newborns and their families challenged by prematurity or sickness
	Organisational Values	Empathy, Families. Commitment, Quality, Transparency, Compassion, Innovation, Connection, Collaboration, Community, Respect
Role	KPI's	<ul style="list-style-type: none"><li>- Update the Foundation on research project developments and keep information hub and research outcomes up to date</li><li>- Participate in consumer representation conferences, groups</li></ul>

## Key Performance Areas (KPA)

NurtureProgram Consumer Representative	<ul style="list-style-type: none"> <li>• Working effectively towards the Foundations vision of ‘better, healthier outcomes for newborns and their families challenged by prematurity or sickness’.</li> <li>• Representing Miracle Babies Foundation and families of premature and sick newborns in research and advocacy on: <ul style="list-style-type: none"> <li>○ Projects</li> <li>○ Committees</li> <li>○ Panels</li> <li>○ Boards</li> <li>○ Research (as an Associate Investigator)</li> </ul> </li> <li>• Attending, participating and presenting as a consumer representative on behalf of MBF at conferences and events</li> <li>• Provide consumer input on <ul style="list-style-type: none"> <li>○ Research</li> <li>○ Family information flyers/brochures</li> <li>○ Focus Groups</li> <li>○ Website information</li> </ul> </li> <li>• Attend monthly zoom meetings with all volunteers led by the Nurture Program Information Coordinator and Consumer Representative.</li> <li>• Complete Induction and any training relating to Peer-to-Peer support and Consumer Representative</li> <li>• Report back any work completed and achieved</li> <li>• Support the highest standard of care in peer-to-peer parent support for families in the transition from hospital to home and beyond</li> <li>• Answer and report on NurtureLine calls as required</li> <li>• Liaise with other departments to ensure the promotion and communication of parent information</li> <li>• Liaising with NurtureProgram staff and volunteers as needed when developing or reviewing information materials</li> <li>• Working with other departments on advocacy campaigns, events, media and lobbying</li> </ul>
NurtureProgram Promotion	<ul style="list-style-type: none"> <li>• Support and assist NurtureProgram teams with promoting and sharing content on NurtureProgram, Research and Advocacy on social media platforms</li> <li>• Attend conferences/events as required, eg, PSANZ, ACNN, PBC</li> </ul>

**Experience/skills/knowledge  
and qualifications**

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Demonstrate sensitivity, displaying warmth, be non-judgmental and able to communicate effectively with empathy.</li> <li>• Good administration and reporting skills</li> <li>• Ability to work to tight deadlines</li> <li>• Ability to work in a fast paced environment</li> <li>• Ability to follow policy and procedures</li> <li>• Ability to develop positive relationships with families, volunteers, researchers, clinicians and external stakeholders</li> <li>• Ability to work collaboratively with managers, employees and volunteers within a team environment and autonomously</li> <li>• Capacity to show initiative, drive, ownership, and professionalism</li> <li>• Direct experience with a premature or sick newborn</li> <li>• Working with Children Check</li> <li>• Police Clearance</li> </ul>	
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Competent with social media platforms</li> <li>• Previous experience in a NFP sector</li> <li>• Previous experience in working with families</li> <li>• Flexible availability</li> </ul>	
<b>Additional Requirements</b>	<ul style="list-style-type: none"> <li>- Some out of business hours attendances may be required</li> <li>- Some inter-state travel may be required</li> </ul>	
<b>Authorities:</b>	<p>This position has all authority needed to achieve the outcomes, the only limitations being:</p> <ul style="list-style-type: none"> <li>- All purchases and payments must be approved and authorised by management</li> </ul>	
<p>I agree to perform the duties set out in the above volunteer 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.</p> <p>Name: _____ Signature: _____ Date: _____</p> <p>CEO: _____ Signature: _____ Date: _____</p>		

