

NICU Family Advocate

Job Type: Full-time

Location: Greater Philadelphia Region

Salary: Commensurate with experience

Application Requirements: Please submit your resume and cover letter to Martha Sharkey, Founder & CEO at Martha@todayisagoodday.org **Only applications with cover letters will be considered.**

JOB SUMMARY:

The NICU Family Advocate will connect directly with NICU families to offer inspirational and practical support throughout and after a family's NICU stay. The role will work closely with the hospital team to identify and fulfill needs for the family. The role will also build community partnerships across the Greater Philadelphia region and beyond to support families at partner hospitals. In addition, the role will support programming at partner hospitals and for Today is a Good Day. This role will help to advance the mission of Today is a Good Day (TIAGD): to provide hope and build community through personal and financial support for families who experience the Neonatal Intensive Care Unit (NICU).

PROGRAMMING & OPERATIONS

- Work with NICU families as recommended by hospital staff to ensure needs are being met and resources are offered.
- Distribute TIAGD Care Packages and other TIAGD items to assigned hospital and organizational partners.
- Coordinate all program details with assigned hospital and organization partners, including but not limited to Navigate the NICU sessions, vital need support, lunch & learns, bi-annual meetings.
- Host TIAGD programs at hospital partners and/or coordinate volunteers to host programs.
- Complete administrative needs for tracking program data.

OUTREACH

- Develop relationships with local, regional, and national organizations where NICU families can be referred.
- Develop relationships with local, regional, and national agencies to serve additional NICU families.
- Develop relationships with NICU staff in order to assist NICU families in accessing needed support.
- Manage relationships with hospital partners, ensuring TIAGD materials are being distributed and families are notified about the services available.

Performs other duties as requested by senior management

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SKILLS AND ABILITIES:

- Ability to actively listen, build trusting relationships, and demonstrate empathy toward others
- Ability to manage emotional and/or difficult family situations
- Ability to effectively resolve conflict and maintain confidentiality
- Excellent organizational skills and ability to be a self-starter; work independently with minimal supervision

- Ability to write and speak clearly, informatively, and persuasively; adapt communication style to meet needs; listen and seek clarification; respond well to questions; demonstrate group presentation skills
- Problem solver who gathers and analyzes information for solutions
- Dependable, accurate, and detail oriented
- Ability to meet deadlines, commitments, manage multiple responsibilities simultaneously, and provide effective follow-up
- Strong desire to support and/or experience working with/for a charitable organization
- Ability to adapt to change in the work environment; manage competing demands
- Fulfill hospital requirements for on-site positions

TECHNICAL SKILLS:

- Basic personal computer skills including electronic mail, routine database activity, word processing, spreadsheet, graphics, etc.
- Proficiency with Microsoft Office software; especially Excel

EDUCATION: Bachelor's degree preferred

EXPERIENCE: Personal experience in NICU or similar clinical setting (for example, parent or caregiver of a NICU graduate, RN, social worker, etc.)

REQUIRED CERTIFICATES/REGISTRATIONS: Must have a valid driver's license and access to vehicle.

LANGUAGE SKILLS: Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations. Ability to write information and respond to questions from groups.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

PHYSICAL CAPABILITIES: Must be able to lift up to 25 pounds on an infrequent basis with or without reasonable accommodation.

WORKING CONDITIONS: Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

How much noise is typical for the work environment of the job? Moderate noise level

WORK /HOURS: 37.5 hours per week and must be available nights and weekends as needed for events.

Note: This job description may not describe all the job responsibilities and standards assigned to this position. They may change from time to time.

TODAY is a Good Day

Equal Employment Opportunity and Non-Discrimination Policy

We afford equal opportunity to all employees and job applicants regardless of race, color, age, gender, religion, marital status and sexual orientation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.