



POSITION: Parent Partner - NICU
SUPERVISOR: Director of Health and Outreach
STATUS: Part-time, up to 20 hours, 12 months, non-exempt

OVERVIEW:

The **Parents' Place of Maryland (PPMD)** is recruiting a Parent Partner to work on a grant-funded initiative. We are seeking an individual with a strong commitment to improving outcomes for Maryland Children and Youth with Special Health Care Needs (CYSHCN), **with a special emphasis on children in the NICU**. PPMD is a nonprofit organization whose mission is to empower families and improve family professional relationships.

PPMD seeks a part-time Parent Partner (PP) to serve as a Family Resource Specialist to work with pediatric primary care providers and specialty care practices in a **Pediatric Medical Home/Care Coordination Enhancement Project** to provide high-quality, culturally competent services leading to positive outcomes for CYSHCN and their families. The PP will foster positive relationships with professionals.

KEY RESPONSIBILITIES:

- Candidate must be able to function as part of a multi-disciplinary team while representing the perspective of families with CYSHCN. The candidate should have firsthand knowledge of the needs, problems, and issues encountered by parents/caregivers of children with serious medical health concerns and/or disabilities and be able to accept the family where they are in an easy and nonjudgmental manner.
- Be willing to share personal experiences, in an effort to empower other NICU families along their journey. By providing peer counseling and support to parents/caregivers, drawing on common experience to encourage hope.
- Align with and helps support families to navigate through the medical, educational, insurance, early intervention and other systems as needed. This will be achieved by providing information, technical assistance, referrals to community-based services, and parent-to-parent support to families of CYSHCN.
- Assist professionals to provide family-centered, culturally competent, and coordinated care.
- Participates as the parent's support in family meetings with the NIUC medical staff. Act as a bridge between families and the medical team caring for the NICU child.
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- Model and help families develop self-care practices, stress reduction techniques and organizational skills.
- Advocate with families and help them acquire knowledge and skills that promote self-advocacy and self-efficacy.
- Promotes greater family participation in the child's medical care.
- Assist team members with ongoing continuous quality improvement to enhance the Parent Partner program and operations, including problem solving, helping to develop program systems and procedures, or participating on team workgroups.
- Organize and facilitate parent events and training workshops.
- Develop and maintain relationships with hospital social workers, medical staff and community-based organizations and other partners.
- Maintains accurate, timely, and complete case records per PPMD policies and procedures.
- Attend and participate in regular PPMD team meetings and staff meetings.
- Availability to work evening and weekend hours as scheduled to meet the needs of families.
- Required to travel between locations, including between the NIUC, located in Baltimore City and home office, in personal vehicle.
- Perform other duties as assigned.

REQUIRED QUALIFICATIONS, SKILLS and KNOWLEDGE:

- Must be a veteran parent (child five+ years old) of a child with special needs and have experience navigating education and health systems. *Preference will be given to a parent who has NICU experience.*
- Ability to work flexible hours/Non-traditional hours;
- Outstanding planning, communication & organizational skills;
- Excellent outreach, family engagement, and community collaboration skills;
- Excellent written and verbal communication skills;
- Knowledge of local community and resources;
- Access to reliable transportation;
- Basic computer skills;
- Bilingual in English/Spanish is a plus
- Work is performed in a medical facility, located in Baltimore City or a general office environment.



Certification or licensing requirements

Valid Driver's License

The Parents' Place of Maryland is an equal employment opportunity employer.

Closing Date: Open until filled

Send a letter of interest and resume to careers@ppmd.org

Parents' Place of Maryland is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, disability, national origin, veteran status or any other basis covered by the federal and Maryland state law.