

HEARTKIDS POSITION DESCRIPTION – Family Support Coordinator	Approved By: CEO
	Date Approved: November 2018
	Issue Date: November 2018

HeartKids Limited



Position Description

Position: Family Support Coordinator - QLD

Key Skills Required:

- A developed understanding of congenital heart disease, treatment and management and its impact on individuals and families as well as trends, issues and challenges
- Empathy and confidence in dealing with a diverse community, including clinicians and health professionals
- The ability to impart information to a diverse community in a sensitive, culturally and age appropriate manner
- A demonstrated ability to collaborate with clinical, allied and other health professionals in both hospital and community settings to facilitate outcomes for the community
- An ability to support advocacy campaigns and encourage community advocacy
- Positive and inclusive attitude with a strong community focus - including an impartial and professional approach at all times
- Excellent attention to detail with good time management skills
- Good written and oral communication and negotiation skills
- Must be proficient in Microsoft office and must be familiar with the use of a CRM Database System.

Desired Qualifications:

Social Work, Youth, Community Development or similar - or a Cert IV in Community Services.

Applicants with lived experience of congenital / childhood heart disease are welcome to apply but must undertake to complete the Cert IV within 18 months of commencement.

Must hold an open driver's license, Working with Children Clearance, Police Clearance and undertake required Immunisation program as detailed in relevant hospital MOU.

Time Commitment:

Required: 22.8 – 38 hours per week.

Reports to: State Manager QLD

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Key Relationships:

- HeartKids Staff, Volunteers and Community, Hospital staff, including social workers, nurses, allied health and doctors, as well as key partners, community services, supporters and other relevant stakeholders.

Location:

- Brisbane– Queensland, based at the Queensland Children’s Hospital and the HeartKids office in Woolloongabba.

The Purpose of the Position

The Family Support Coordinator is part of an Australia-wide network of teams based in hospital and community settings to work alongside clinical teams to provide support to individuals and families In line with the HeartKids Health Journey Model of Care by:

- providing face-to-face (and other means of) support to community impacted by CHD, ensuring connected and holistic care management before and after hospital admissions;
- facilitating connection to HeartKids community, peers as mentors, parents as advocates;
- providing HeartKids programs and services tailored to community need; and
- liaising between health service providers and cardiac social workers and community.

Working as part of the Australia-wide HeartKids Community Support Team you will be responsible for contributing to the development of new and on-going HeartKids Support programs, services and information that will be implemented locally and nationally.

Key Responsibilities

Direct Support to Community (60%)

Support and coordinate appropriate inpatient and outpatient services to the community including:

- Delivery, coordination and provision of information, understanding and nonclinical support in both hospital and community settings.
- Plan and implement services internally and externally, including advocacy, financial assistance and referrals to ensure access to services in a timely manner.
- Provide support and information for bereaved families to ensure timely access bereavement and/or counselling support as required.

Provision of a range of support services both in hospital and in community, through a range of mediums including:

- face to face (60%)
- group (10%)
- virtual e.g. phone, social media, web based e.g. Zoom. (30%)

Support services should be provided across a range of time frames and across settings, e.g. in hospital and ongoing support upon returning home from hospital (via phone or Zoom).

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Program Development (20%)

Demonstrate high levels of knowledge and understanding of CHD Journey, services, referral pathways, and support services within local, regional and state based health systems.

Contribute to the development, implementation and evaluation of programs and projects.

Reporting and Database entry (10%)

Ensure accuracy, efficiency and currency of community information within the HK CRM/database, including timely entry for monthly reporting and actively participating in training to support this.

Codes of Conduct, Privacy and MOU (10%)

Act in accordance and comply with legislation and HeartKids policies, including:

- HeartKids Code of Conduct – ‘Every person, every day’
- Child Protection Services
- Privacy Act
- Hospital MOU and relevant Hospital Standard Operating Principle

Maintain up to date knowledge and participate in relevant mandatory training for local hospital MOU requirements.

Performance Goals (KPIs)

- Deliver services that align with the Health Journey model of care to a broad sector of community impacted by CHD.
- Contribution to program development, implementation of services.
- Maintain consistent positive scores over time from Community Feedback surveys.
- Work collaboratively with the other HK divisions and business units to deliver on all HeartKids Priority areas.
- Actively contribute to awareness and advocacy campaigns including newsletters and social media.

HeartKids Limited Corporate Plan



Welcome to the future of HeartKids

HeartKids' strategic goal is clear; we want to give people living with or impacted by congenital/childhood heart disease, regardless of their age or ability, a more effective role in their own treatment.

By doing so HeartKids is supporting them to lead a fulfilling life. HeartKids will give all Australians with congenital/childhood heart disease and their families the best chance of reaching their personal goals, whatever those goals may be.

HeartKids is the voice for those people impacted by congenital/childhood heart disease, the leading cause of infant death in Australia and a complex chronic disease requiring treatment throughout your entire life. For over forty years HeartKids has provided assistance to families, young people and adults living with congenital/childhood heart disease by making available reliable and evidence-based information and timely support, by funding research and making new opportunities possible.

Many people are unaware of congenital/childhood heart disease - and its prevalence in Australia. Some remember the term "Blue Baby" and "Hole in The Heart Baby" - these are terms that describe congenital/childhood heart disease which, in reality, covers a wide range of conditions. At HeartKids, we also include children who may acquire heart conditions such as rheumatic fever and Kawasaki's Disease - therefore we often refer to childhood heart disease which also incorporates heart disease acquired during childhood.

Some startling statistics:

- Eight babies are born with heart disease in Australia every day. That is almost 3000 every year.
- Congenital/childhood heart disease is the single biggest killer of children under the age of one in Australia.
- Approximately half of the children diagnosed with heart disease require surgery to correct it.
- Each week more than four Australians pass away as a result of a congenital heart disease.
- It is estimated that 32,000 children (under 18 years of age) are currently living with congenital/childhood heart disease in Australia.
- Some children acquired heart disease - often as a result of rheumatic fever, which is prevalent in many communities.

HeartKids is striving to increase awareness of congenital/childhood heart disease through various campaign and advocacy programs.

WHY

Vision

Supporting heart kids through life

Purpose

HeartKids is the 'compass' to help you navigate your congenital/childhood heart journey throughout your lifetime.

Values

- Care
- Collaborate
- Lead
- Perform
- Think

Guiding Principles

- Person and family centred
- Evidence based and informed
- Collective action
- Addressing health inequities
- Accountable governance
- Wellness focus
- Sustainable



NAVIGATING YOUR CONGENITAL/CHILDHOOD HEART DISEASE JOURNEY

