

# Collaborate

## SHARED RESPONSIBILITIES

Tools for Improving Quality of Care for  
Children with Special Health Care Needs

## Sample Job Description Family Advisor

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Some health plans are creating staff or consultant positions for Family Advisors to ensure easy access to the expertise that families caring for children with special health care needs can provide. These positions can bring an ongoing consumer voice to the health plan's program development and policy discussions. In other settings Family Advisors provide direct parent-to-parent support services to members and offer a unique capacity to link families to parent leadership groups and resources. By establishing staff positions for Family Advisors or hiring parents as consultants, health plans can increase their internal capacity for building family centered models for care.



# **Sample Job Description**

## **Health Plan Family Advisor/Parent Consultant**

### **Goal**

To ensure that the health plan's programs and services have input from family members and are more responsive to the needs of its members.

### **Responsibilities**

- Participate in internal planning and program development meetings
- Serve as member of Pediatric Services Team
- Recruit additional family members to participate in an advisory capacity for health plan activities, on an as needed basis
- Provide training and support to other family members to serve in advisory roles
- Coordinate the involvement and inclusion of external family advisors
- Identify additional opportunities for family participation within the health plan
- Provide interim short-term parent to parent support and information
- Assist in linking member families to more long-term family support services

### **Qualifications**

- Experience as family member caring for a child with special health care needs
- Experience working with families in developing self-advocacy skills
- Experience developing successful parent/professional partnerships
- Excellent interpersonal skills and oral communication