Parents Reaching Out

NICU Family Specialist
Part-Time, 20+ hours a week
Location: Albuquerque, NM – Hybrid (in-office & remote)
Reports To: Health Information Program Director

Position Summary
The NICU Family Specialist provides support, information, and resource navigation to families whose children are receiving or have received care in neonatal special care nurseries at the University of New Mexico Hospital. This position helps families understand early intervention services, supports successful transitions from hospital to home, and promotes family-centered care through collaboration with healthcare providers and community partners.

Essential Functions & Responsibilities
• Develop and maintain communication with families to ensure information and support are accessible, family-friendly, relevant, and responsive to individual family and nursery situations.
• Support families in understanding and participating in the development of their Individual Family Service Plan (IFSP).
• In coordination with hospital staff, assist families with transitioning from hospital to home through personal contact, written materials, and participation in the Special Baby Clinic.
• Build and maintain positive working relationships with nurses, social workers, physicians, therapists, and other healthcare professionals.
• Share the perspective and experiences of families who have had an infant cared for in a NICU with healthcare providers, including participation in meetings and committees when appropriate.
• Assist in identifying and supporting family leaders and peer mentors.
• Develop and provide trainings for families and professionals throughout New Mexico.
• Create, update, and distribute educational materials related to early intervention services and family supports.
• Maintain accurate and confidential records in compliance with HIPAA guidelines.
• Collaborate with organizational staff and community partners to improve family access to resources and services.
• Participate in outreach and awareness activities related to NICU and early childhood supports.
• Provide regular updates and reports to the Health Information Program Director.

Minimum Qualifications (Required)
• Personal experience caring for a child in a Newborn Intensive Care Unit (NICU).
• Strong communication, organizational, and relationship-building skills.
• Experience planning and facilitating interactive trainings or workshops for diverse audiences.
• Working knowledge of Microsoft Office applications, including Word, Excel, and PowerPoint.
• Ability to maintain confidentiality and comply with HIPAA requirements.
• Valid driver's license, insured vehicle, and ability to travel within New Mexico as needed.

Preferred Qualifications
• Knowledge of laws, rules, and early intervention systems related to children birth to age three and individuals with disabilities.
• Bilingual in Spanish and English.
• Experience working collaboratively in healthcare, education, or community-based settings.

5130 Masthead St. NE, Suite C, Albuquerque, NM 87109
(505) 247-0192 • Fax (505) 247-1345
1-800-524-5176 • www.parentsreachingout.org

Parents Reaching Out

Core Competencies

- Family-centered and strengths-based approach
- Cultural responsiveness and empathy
- Public speaking and training facilitation
- Collaboration and relationship-building
- Resource navigation and advocacy
- Organization and time management

Work Environment & Schedule

- Hybrid work environment (combination of remote, office, and community-based work).
- Part-time position, approximately 20+ hours per week.
- Occasional evening and weekend work required for trainings and events.
- Travel within New Mexico may be required.

Physical Requirements

- Work is performed in home, office, and community settings.
- Requires prolonged sitting and/or standing.
- Ability to lift and carry training and event materials as needed.
- Must be able to successfully pass a background check.

Compensation & Benefits

- Wage Range: $15.50 – $18.00/hour
- This is a non-exempt position and is eligible for overtime, as applicable.

Parents Reaching Out is an equal opportunity employer. We do not discriminate based on race, color, religion, sex, national origin, age, disability, veteran status, or any other protected status.

Individuals with disabilities and parents of individuals with disabilities are strongly encouraged to apply.

The essential functions listed above are representative of the work performed. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

5130 Masthead St. NE, Suite C, Albuquerque, NM 87109
(505) 247-0192 • Fax (505) 247-1345
1-800-524-5176 • www.parentsreachingout.org