



## CDH Australia – Family Coordinator

**Help us change the outcome for babies born with the life-threatening birth condition, Congenital Diaphragmatic Hernia (CDH).**

**CDH Australia is a national charity supporting families affected by CDH.**

Congenital Diaphragmatic Hernia means being born with a hole in the diaphragm. This rare and complicated birth condition has a survival rate of 50%. On average, two families per week will receive a CDH diagnosis for their child which can affect any pregnancy and has no known cause or cure.

We work to improve the lives of those affected by funding research, raising awareness, and helping families navigate their own CDH journey. We facilitate a peer support network, connect families with appropriate services and provide accurate, medically reviewed information about CDH.

Over the past few years, we have funded two research projects which have helped improve the treatment options and outcomes for babies born with CDH. We are currently working on a third research project.

Our charity is led by volunteers located all over Australia, many of whom have been directly affected by CDH. Our volunteers are hands-on and actively involved in the direction and operation of our organisation.

Our volunteers enjoy the flexibility of working from home at times that suit their schedule.

Our organisation is small, but our service offering is large. Our Vision is for no family to face CDH alone.

**Can you help?**

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Learn more ...

[What is Congenital Diaphragmatic Hernia?](#)

[CDH Australia - About Us](#)

[Annual Reports and Registrations](#)

## Family coordinator

### Position Description

<b>Role title:</b>	<b>Family Coordinator (volunteer)</b>
<b>Suitability:</b>	<p>Someone who has a lived experience with Congenital Diaphragmatic Hernia or is comfortable and familiar with the Australian medical system in relation to high-risk pregnancies, or long stays in NICU.</p> <ul style="list-style-type: none"> <li>• Professional, empathetic, and courteous</li> <li>• Excellent written communication skills</li> <li>• High degree of personal resilience and ability to self-manage</li> <li>• Sound judgement and decision-making skills</li> <li>• Sound computer skills, including use of email</li> <li>• Sound social media knowledge (including Facebook Manager)</li> </ul>
<b>Location:</b>	Remote: volunteer from home. You can be located anywhere in Australia.
<b>Time commitment:</b>	<p>This role is one of our most engaged and important for the CDH community. Regular monitoring of social media and email is required.</p> <p>1/ On average, up to two to four hours per week</p> <p>2/ Prepare and present a report at the monthly online meeting (approx. 60-90 minutes / month)</p>
<b>Reports to:</b>	President
<b>Role purpose:</b>	The Family Coordinator provides responsive and professional service for those reaching out to CDH Australia for assistance. The role acts as a hub of information for new and existing families via multi-channel communications to ensure that we can direct families and individuals to the most appropriate service or information.
<b>Key areas of responsibility:</b>	The main point of contact for new and existing families with questions about accessing information and services in relation to a Congenital Diaphragmatic Hernia diagnosis.
<b>Tasks:</b>	<p>Professional and timely responses to enquiries, (within 48 hours) including:</p> <ul style="list-style-type: none"> <li>• Monitoring and responding to emails</li> <li>• Monitoring the social media inboxes and responding to messages</li> <li>• Reviewing and approving/denying Facebook peer-support member requests</li> <li>• Monitoring the Facebook peer-support groups posts</li> <li>• Responding to Facebook peer-support posts (when appropriate)</li> <li>• Forwarding/escalating queries to other Board members when required</li> <li>• Regularly updating and maintaining the Family register in the Google Drive</li> <li>• Preparing a monthly report and presenting at the Board meeting</li> </ul>

## Board of Directors

### Responsibilities

#### **Purpose:**

The purpose of the Board of Directors is to advise, govern, oversee policy and direction, and assist with the leadership and general promotion of CDH Australia so as to support the organisation's vision and mission.

Our vision is for no family to face CDH alone and our mission is to improve the lives of those affected by CDH, support and advocate for families, raise awareness and support research.

#### **Responsibilities:**

Board Directors must comply with Australian legislative requirements of a Company Director and the CDH Australia Constitution. Key responsibilities include:

- Organisational leadership and advisement; provide input into the strategic plan and monitor the organisation's progress towards achieving established goals.
- Formulation and oversight of policies and procedures.
- Financial management, including adoption and oversight of the annual budget.
- Regular attendance of board meetings (via Skype) and important related meetings.
- Can commit to contributing their time and skills to further the aims of the organisation.
- Participate fully on-board committees as assigned. This means attend meetings, read the necessary documents ahead of time and be prepared to discuss the issues at hand.
- Volunteer for and willingly accept assignments and complete them thoroughly and on time.
- Stay informed about committee matters, prepare themselves well for meetings, and review and comment on minutes and reports.
- Get to know other committee members and build a working relationship that contributes to consensus.
- Help communicate and promote CDH Australia's mission and programs to the community.
- Advocate on behalf of the organisation – Directors must be prepared to promote the views of the organisation in order to secure funding, legislation and other support for the organisation. This requires an informed board member.
- Keep discussions and reports confidential.

#### **Length of term:**

One year from appointment at the Annual General Meeting.



## How to apply

Please email: [hr@cdh.org.au](mailto:hr@cdh.org.au)

### Please include:

- Cover letter - outlining why you are interested in becoming a volunteer Board Member for a national charity.
- Any relevant work experience, education, or qualifications

### Deadline for submissions:

Please contact us by 16<sup>th</sup> October 2022.

### Questions?

Please email: [hr@cdh.org.au](mailto:hr@cdh.org.au)

### Want to know more?

Please visit: <https://cdh.org.au/get-involved/volunteer-with-us/>

### Thank you for applying.

We appreciate your offer to help families impacted by Congenital Diaphragmatic Hernia.