

Dedicated family contact lead role description

Overview

The dedicated family contact (DFC) lead is a nominated staff member who coordinates the facility / local health district process for assigning and supporting staff to take on the role of dedicated family contact.

The individual is a member of staff who has a good understanding of the serious adverse event review process.

The nominated staff member is the primary contact for staff taking on the role of dedicated family contact. They assist them to undertake the role and support them throughout the tenure.

Key tasks

- supports the agreed process for the local health district / facility to assign a staff member to the role of DFC
- ensure that staff appointed to DFC role are clear about their responsibilities and have access to resources including the Dedicated Family Contact Information Pack
- ensures the DFC has access to briefing and debriefing
- maintains regular contact with staff assigned to the role of DFC to assist with any issues that may arise
- escalates any issues or concerns to the Director Clinical Governance.