POSITION DESCRIPTION: ADMINISTRATIVE & PROGRAM COORDINATOR (BILINGUAL ENGLISH / SPANISH)

Special Kids Connect is a 501(c)(3) charitable organization whose mission is to develop resources, raise awareness and provide support for individuals with disabilities and their families.

Work Site: Special Kids Connect, 334 Main St., Salinas CA 93901
and various remote locations within Monterey County.
Position: Full-time, 35 – 40 hours per week
Daily schedule: 9 am – 5:00 pm
Hours may be adjusted to accommodate occasional evening and weekend assignments
Travel Required: Less than 30%

AGENCY OVERVIEW

Special Kids Connect is a 501 (c)(3) charitable organization founded in 2007 whose mission is to develop resources, raise awareness, and provide support for children and adults with disabilities and their families in Monterey County. Its vision is that *all* individuals and families with special needs are informed and empowered to access and utilize the resources available to them and that they are not only included but are warmly welcomed into their communities. Special Kids Connect does this through three areas of focus:

Community Navigation – Special Kids Connect receives funding from the California Department of Developmental Services to provide training, information, and 1:1 support to assist Monterey County families who have members with developmental delays and/or disabilities (ages 0 through end of life) with community service navigation, application assistance, coaching, advocacy training, and peer-to-peer support.

Family Empowerment Center – Special Kids Connect receives funding from the California Department of Education as Monterey County's Family Empowerment Center, providing training and information to families of children and young adults with disabilities, between the ages of 3 and 22, to assist in their understanding and utilization of educational supports and services.

Community Programs – Special Kids Connect actively pursues and receives funding through community / foundation grants, private donations, and corporate sponsorships to provide a wide range of programs and services to meet the everchanging needs of Monterey County's special needs community. These include Special Kids Connect's REACH recreational programs, Inclusion Ambassadors Youth Volunteer League, Neurodiverse Connect, Play Connect Grow, and outreach events & special projects.

JOB OVERVIEW

SKC's Administrative & Program Coordinator position is a bilingual (Eng/Spa) position that is an integral part of the Special Kids Connect team. Because of the nature of this position, candidates must be individuals with a high degree of professionalism and an equally high degree of empathy and compassion for the struggles faced by families of individuals with disabilities.

Under the direction of the Executive Director or a designee of the Executive Director, the **Bilingual (Eng/Spa) Administrative & Program Coordinator** supports Special Kids Connect's three areas of focus (see above) providing administrative support, referral management, and program coordination and implementation of Play Connect Grow. This position performs varied administrative support, data management and research functions for a variety of activities and

office / administrative initiatives, prepares and maintains a variety of qualitative and quantitative data records and reports related to assigned activities, and effectively uses information systems and software systems related to department programs.

RESPONSIBILITIES

SKC's **Bilingual (Eng/Spa) Administrative & Program Coordinator** has two primary areas of oversight: Administrative Coordination and Program Coordination for Play Connect Grow. The responsibilities for each area are as follows:

Administrative Coordination:

- Creating, maintaining, and streamlining administrative and operational systems including building systems and procedures
- Welcoming guests to the Special Kids Connect office and directing them to appropriate staff
- Supporting HR-related activities
- Professionally managing incoming calls from families, professionals, and other agencies to caringly connect them with the resource(s) they seek
- Overseeing the referral process for incoming referrals to Special Kids Connect by:
    - Inputting incoming referrals from parents/guardians ("self-referrals") and other agencies in Salesforce, documenting interactions, and assigning them to an SKC case manager in a timely manner that allows SKC to respond within its stated referral response timeframe (e.g.,10 business days);
    - Acknowledging with the referring party that the referral has been received by Special Kids Connect;
    - Triaging referrals to assess the urgency and determine if case management needs should be fast-tracked;
    - Facilitating self-referrals (via phone calls or walk-ins) in the following ways:
        - Engage with parents in an empathetic, family-friendly approach to their needs. Ex: Rather than stating, "Someone will get back to you within 10 business days," phrase the response as "I can see this is important. Our case managers are currently working on a 2-week turnaround schedule to be able to respond to a case. We will do the best we can to shorten that."
        - Providing informed guidance to families with next steps they can initiate prior to meeting with an SKC Family Support Specialist / Community Navigator. Ex: "Would you be able to email us a copy of your most current IEP document so our Family Support Specialist can review it prior to meeting with you?" OR, "We have an IEP Basics workshop that covers the topic of Navigating Disagreements with Your School District" next Wednesday at 4 pm. Given the nature of the support I hear you are asking for, it would be helpful for you to attend this workshop. Would you like for me to email or text you a registration link?"
        - Adding this informed guidance to the initial Salesforce interaction.
- Maintaining accurate and up-to-date records in accordance with Special Kids Connect's client management system (Salesforce) and in compliance with funder requirements
- Maintaining a high level of confidentiality regarding client information
- Inputting and summarizing data obtained through workshops, events, and surveys into Special Kids Connect's various cloud-based data collection portals, including but not limited to Salesforce and Google Drive (Ex: Play Connect Grow / workshop campaigns, survey data analysis, outreach events spreadsheet, etc.)

- Preparing, amending, and providing Spanish translation of written correspondence, policies, documents, marketing materials, and other materials as necessary
- Working with Special Kids Connect's staff in identifying trends in families' needs and developing innovative solutions to meeting those needs (e.g., new workshops or new parent support groups)
- Fulfilling administrative support and general clerical duties including, but not limited to, photocopying, mail distribution, filing, maintaining office/kitchen/ bathroom supply inventory and ordering new supplies when needed
- Keeping Special Kids Connect's office and storage spaces clean and organized while ensuring that staff do their part to keep the space well-maintained
- Providing support for Special Kids Connect's office, social, program and other events
- Ensure FEC filing and administrative records are maintained accurately and consistently, including organizing case folders by the appropriate fiscal year, keeping documentation current, and following established filing and recordkeeping procedures
- Assist with the development and maintenance of scripts, guidance, and other standardized resources to support staff in providing consistent information and assistance to families
- Calling, texting, and emailing stakeholders (e.g., families, volunteers, agencies) for the purposes of:
    - Confirming event or appointment attendance
    - Confirming / clarifying referral requests
    - Other reasons, as needed
- Processing and tracking HR paperwork in organization's HRIS for high volume of seasonal program employees and permanent staff
- Other duties and special projects as assigned

Play Connect Grow (PCG) Coordination:

- Collaborate with Special Kids Connect staff to plan each class:
    - Support class curriculum
    - Identify personnel for class roles
    - Create contingency plans for unexpected shortages in resources
    - Crosstrain with Play Connect Grow team members to be in a position to assume any role in the program
    - Ensure sufficient supplies for each class (including diapers)
    - Coordinate with SKC's graphic designer to ensure graphics for future PCG classes are online for each
    - Collaborate with the PCG team to host PCG and to present class materials
- Manage the Play Connect Grow registration and attendance confirmation process
- Manage survey responses that indicate a need for a follow-up conversation and create "cases" in Salesforce where needed
    - Respond to families who seek support or have a question
    - Respond to families who express a concern with their participation

MINIMUM QUALIFICATIONS:

1. "Lived experience" with a disability (i.e., parent, guardian, family member, or self) of an individual with a disability
2. Demonstrated attention to detail
3. High school diploma or higher
4. Bilingual *and* biliterate in both Spanish and English, demonstrating proficiency in spelling and grammar for both languages
5. Advanced written communication skills, including excellent command of English grammar and written composition
6. Successful completion of pre-employment background checks

7. Strong customer service and communication skills, both verbal and written, organizational skills, both analytical and problem solving
8. The ability to recognize and work with confidential information
9. Ability to manage requests/needs of multiple staff members and work on multiple projects simultaneously, achieving deadlines under pressure
10. A valid California driver's license, proof of vehicle insurance (liability and property damage on vehicle used), and reliable transportation or the ability to secure timely transportation to perform the essential functions of the job
11. Proficiency in MS Office products (Word, Excel, PowerPoint) and Google Drive with a willingness to learn additional programs, as needed
12. A positive attitude conducive to working effectively as a team member
13. Familiarity with the internet, cloud sharing, and social media

DESIRABLE EXPERIENCE

- Public speaking experience
- Interpretation experience
- Experience working in the nonprofit sector
- Experience with individuals with developmental disabilities
- Experience with school districts and/or special education
- Experience with Salesforce or similar client data management system

PHYSICAL DEMANDS

The physical demands described here are representative of those that should be expected by an employee to successfully perform the essential functions of this job.

- Frequently move about inside the office to access file cabinets, office machinery, etc.
- Constantly operate a computer and other office productivity machinery, such as a calculator, copy machine/printer.
- Occasionally positions self to maintain files in file cabinets.
- Frequently moves and carries boxes and other items weighing up to 20 pounds across office, in and out of vehicles, and at remote locations for various needs.
- Supports event set-ups with hanging wall items (posters), which require overhead reaching.
- Hearing and speech to communicate in person, before groups, and over the telephone.
- The ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- The ability to observe details at close range (within a few feet of the observer).

COMPENSATION:
Full-time, non-exempt position; compensation based upon education and experience. Pay range $26 to $28 / hour. Eligible for enrollment in Special Kids Connect's medical and dental/vision benefit packages

EEOC [EQUAL EMPLOYMENT OPPORTUNITY COMMISSION] STATEMENT
It is the policy of Special Kids Connect to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law.