



POSITION DESCRIPTION: BILINGUAL (ENG/SPA) FAMILY SUPPORT SPECIALIST

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. Travel to Santa Cruz, San Benito, and Santa Clara Counties, as well as to conference/training locations throughout the U.S. are also possible (less than 5% of time.)

Position: Part-time hourly (20 hrs/week) between the hours of 9 am and 5 pm M-F. Evening and weekend shifts are possible.

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 Services – 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.

Special Education Services – 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 Ambassador volunteer league, Neurodiverse Connect programs, and Outreach Events & Special Projects.

JOB OVERVIEW

Under the direction of the Education Manager or a designee of the Executive Director, the Family Support Specialist will support Special Kids Connect's *Special Education Services* focus area by providing special education support and service navigation to families of individuals with disabilities in the community, empowering them to become collaborative self-advocates for their child's educational needs.

RESPONSIBILITIES

SKC's Family Support Specialist position is an integral part of the Special Kids Connect team.

Candidates must be individuals with a:

- High degree of professionalism
- High degree of empathy and compassion for the struggles faced by families of individuals with disabilities.

- Demonstrated capacity to be collaborative with special education teams

This job requires travel between the company's Salinas office and Monterey County satellite locations in Salinas, South and North Counties, along with travel to support student IEP meetings and Special Kids Connect workshops and outreach events taking place throughout Monterey County. Occasional travel outside of Monterey County, including locations outside of California, may be required for professional training opportunities.

Additional responsibilities of this position include, but are not limited to:

- Professionally managing incoming calls from families, professionals, and other agencies to caringly connect them with the resource(s) they seek.
- Collaborating with schools, community agencies, the regional center, social service agencies, and community-based organizations identify opportunities and develop innovative solutions for effectively supporting families
- Hosting and/or presenting workshops/trainings in person and virtually (via Zoom)
- Developing workshop/training curriculum for parents/family members/professionals and creating collateral/resource packets for attendees
- Providing strength-based case management support to assist families in the navigation of the special education system and IEP process with the goal of empowering self-advocacy. This would include:
 - Conducting initial parent interviews and needs assessments to determine parent's goals for their child as well as the child's educational needs
 - Helping parents to identify their own advocacy strengths
 - Connecting the parent with resources to supplement the parent's existing strengths to achieve their goals
 - Accompanying families to IEP meetings to provide emotional support, clarify new or difficult concepts/forms, remind the parent of their goals and questions
 - Providing interpretation support for non-English speaking families
 - Supporting the translation of parent and school-provided special education documents
- Providing wraparound support and care coordination to families with individuals who have special needs with the goal of empowering self-advocacy
- 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
- Preparing, amending, and providing Spanish translation of written correspondence, policies, documents, marketing materials, and other materials as necessary
- Identifying families' needs and developing innovative solutions to meeting those needs (e.g., establishing parent support groups)
- Support special projects as assigned

MINIMUM QUALIFICATIONS

1. **MUST BE** a parent, guardian, or family member of a child or adult with a developmental disability or have a disability yourself such that you have experience actively participating in obtaining/using special education services through a public school district. (This is a state-mandated hiring requirement for this position.)
2. High school diploma or higher
3. Multilingual and multiliterate with fluency in English *and* one or more of the following: Spanish, a Mexican indigenous language (e.g., Triqui, Zapoteco, Mixteco), demonstrating proficiency in spelling and grammar for each non-indigenous language
4. Must be available to work on a set M-F schedule between the hours of 9 am and 5 pm.
5. Successful completion of pre-employment background checks and drug testing

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6. Strong customer service and communication skills, both verbal and written, organizational skills, both analytical and problem solving, and the ability to recognize and work with confidential information
7. Ability to manage requests/needs of multiple families and work on multiple projects simultaneously
8. Ability to manage multiple tasks and achieve deadlines under pressure
9. Ability and means to travel on a flexible schedule as needed
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 detail-oriented, positive attitude conducive to working effectively as a team member
13. Familiarity with the internet, cloud sharing, and social media

DESIRABLE EXPERIENCE

- Experience working with Mexican indigenous communities
- Trilingual in English/Spanish and a language indigenous to Mexico (e.g., Triqui, Mixteco)
- Experience working in the nonprofit sector
- Experience with individuals with disabilities
- Experience with parents of children (ages 0-22) who have disabilities

PHYSICAL DEMANDS

Reasonable accommodations will be made to help physically challenged employees.

Stand	Frequently
Walk	Frequently
Sit	Frequently
Fine manipulation (incl. keyboarding)	Frequently
Gross manipulation (incl. using mouse, writing)	Frequently
Reach Outward	Occasionally
Reach Above Shoulder	Occasionally
Climb, Crawl, Kneel, Bend	Occasionally
Lift / Carry	Occasionally - Up to 25 lbs.
Push/Pull	Occasionally - Up to 25 lbs.
See	Constantly
Hear	Constantly
Taste/ Smell	Not Applicable

Definitions:

- Not Applicable (Not required for essential functions)
- Occasionally (0 - 2 hrs./day)
- Frequently (2 - 5 hrs./day)
- Constantly (5+ hrs./day)

Special Kids Connect is an Affirmative Action, Equal Opportunity Employer that encourages minorities, women, veterans, and disabled to apply.