

POSITION DESCRIPTION: BILINGUAL (ENG/SPA) COMMUNITY NAVIGATION 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 Street, Salinas and various remote locations within Monterey County. Travel to Santa Cruz, San Benito, and Santa Clara Counties are also possible (less than 5% of time.)

Position: Part-time (20 hrs/week), non-exempt

Daily schedule varies. Evening and weekend shifts are possible.

Travel Required: < 30% (by car)

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, SibStar sibling workshops, Youth Volunteer League, STAR Toy Library, and Outreach Events & Special Projects.

JOB OVERVIEW

Under the direction of the Community Services Director or a designee of the Executive Director, the Community Navigation Specialist will support Special Kids Connect’s *Community Navigation* focus area by providing system navigation support to families of individuals with disabilities in the community, empowering them to become self-advocates for services and supports from the regional center, their school district, county and state social service agencies, and local community-based organizations.

RESPONSIBILITIES

SKC’s Community Navigation Specialist position is an integral part of the Special Kids Connect team. Often a first point of contact with a family, Special Kids Connect’s Community Navigation Specialist must be an individual 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.

This job requires travel between the company's Monterey office and its Salinas and South County satellite locations, along with travel to support workshops and SKC programs taking place at other Monterey County locations, as needed. Travel to the neighboring counties of Santa Cruz, San Benito, and Santa Clara may be possible (less than 5% of time).

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 the regional center, schools, social service agencies and community-based organizations to identify opportunities and develop innovative solutions for effectively supporting families
- Developing workshop / training curriculum for parents/family members/professionals and create collateral/resource packets for attendees
- Hosting and/or presenting workshops/trainings in person or virtually (via Zoom)
- Providing wraparound support and care coordination to families with individuals who have special needs with the goal of empowering self-advocacy
- Identifying families' needs and developing innovative solutions to meeting those needs (e.g., establishing parent support groups)
- Providing translation support for Spanish-speaking families
- Supporting the translation of documents / marketing materials and other print collateral from English to Spanish and vice versa
- Maintaining accurate and up-to-date records in accordance with Special Kids Connect's client management system 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 and other materials as necessary
- Support special projects as assigned

MINIMUM QUALIFICATIONS

1. High school diploma or higher
2. Multilingual and multiliterate with fluency in English *and* one or more of the following: Spanish, a Mexican indigenous language (e.g., Triqui, Zapoteco, Mixteco) and/or Vietnamese, demonstrating proficiency in spelling and grammar for each non-indigenous language
3. Lived experience in the developmental services system as a self-advocate and/or a family member OR 3 or more years of professional experience as a trusted community leader with knowledge of the regional center system and services from generic agencies.
4. Successful completion of pre-employment background checks and drug testing
5. Proof of COVID vaccination
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

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 boxes weighing up to 20 pounds across office for various needs.
- 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).

DESIRED QUALIFICATIONS

- Public speaking experience
- Workshop presentation experience
- Interpretation experience
- Nonprofit sector experience
- Experience with Salesforce or similar client data management system
- Experience with Adobe Creative Suite

COMPENSATION

Part-time, non-exempt position; compensation based upon education and experience

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.