



POSITION DESCRIPTION: BILITERATE OUTREACH ADVOCATE

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

Title: Outreach Advocate

Work Schedule: Part-time: 20 to 25 hours / week

Work Site: Special Kids Connect, 1900 Garden Rd. #230, Monterey, CA and various locations in Monterey County, as needed.

PRIMARY FUNCTION:

Under the direction of the Executive Director or a designee of the Executive Director, the Outreach Advocate will provide support to the programs, personnel and clients of Special Kids Connect.

RESPONSIBILITIES:

SKC's Outreach Advocate position is an integral part of the Special Kids Connect Disparity Reduction team. Over 10,000 children in Monterey County have an identified special need, with an estimated 58.8% of these families self-identified as being of Hispanic or Latino origin. The Hispanic / Latino demographic in Monterey County has been determined by the California State Department of Developmental Disabilities as being under-served with regard to being authorized for, and utilizing, services and supports for developmental disabilities. Special Kids Connect is actively trying to reduce the disparity of services/supports for this population by gaining a better understanding of the needs of this demographic and providing education and improved access to services. Special Kids Connect seeks to do this through community involvement, providing 1:1 support, and working to strengthen the connections between families and the agencies who can best meet their needs. The Outreach Advocate is often the first point of contact a family has with Special Kids Connect. As such, this position requires someone with a high degree of professionalism and an equally high degree of empathy and compassion for the struggles faced by families of children with disabilities.

This job requires travel between the company's Salinas, Monterey and South County locations, along with the ability to travel to support workshops, outreach events and to meet with families in various public locations throughout Monterey County, as needed.

Along with this, the responsibilities of this position include, but are not limited to:

1. Attending trainings on various topics relating to child development and mandated reporting requirements
2. Organizing, maintaining and facilitating the capture and exchange of data and information
3. Professionally managing the transfer of incoming calls from families, professionals, and other agencies to caringly connect them with the resource(s) they require
4. Updating SKC's online and print resource directory
5. Maintaining a high level of confidentiality with regard to client information
6. Preparing, amending and providing Spanish translation of written correspondence, policies and other materials as necessary
7. Supporting the operation of Special Kids Connect's various other programs, including (but not limited to), Early Start Family Resource Center, STAR Toy Lending Library and REACH Community programs, especially as they seek to serve the Hispanic / Latino

population of Monterey County

8. Supporting the development and implementation of parent/professional workshops
9. Supporting special projects as assigned

MINIMUM QUALIFICATIONS:

1. High school diploma or higher
2. Successful completion of pre-employment background checks and drug testing
3. Bilingual in both Spanish and English, demonstrating proficiency in spelling and grammar for both languages
4. 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
5. Ability to manage requests/needs of multiple staff members and work on multiple projects simultaneously
6. Ability to manage multiple tasks and achieve deadlines under pressure
7. Ability and means to travel on a flexible schedule as needed (Proof of liability and property damage insurance on vehicle used is required.)
8. Proficiency in MS Office products (Word, Excel, PowerPoint) with a willingness to learn additional programs, as needed
9. A detail-oriented, positive attitude conducive to working effectively as a team member
10. Familiarity with the internet, cloud sharing, and social media

DESIRABLE EXPERIENCE:

Experience working in the nonprofit sector
Experience with individuals with disabilities
Experience with parents of children between the ages of 0 and 22
Experience with school districts and/or special education

COMPENSATION:

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