



POSITION DESCRIPTION: 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.

Title: Family Support Specialist

Work Schedule: Part-time (20 hours/week)

Work Site: Special Kids Connect, 1900 Garden Rd. #230, Monterey, CA and other locations within Monterey County, as described below

Daily schedule varies; Evening and weekend shifts are possible.

Travel Required: 10% - 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 Education Director or a designee of the Executive Director, the Family Support Specialist will support Special Kids Connect's *Family Empowerment Center* focus area by providing special education service navigation and support to families of individuals with disabilities in the community, empowering them to become self-advocates for their child's educational needs.

RESPONSIBILITIES

SKC's Family Support Specialist positions are an integral part of the Special Kids Connect team. Because of the nature of their positions, Special Kids Connect's Family Support Specialists 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.

This job requires travel between the company's Monterey office and satellite locations in Salinas, Greenfield, Soledad, and King City, along with travel to support workshops and SKC programs taking place at other Monterey County locations, as needed.

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 schools, community agencies to support families in navigating the special education system and IEP process
- Hosting and/or presenting workshops/trainings in person and virtually (via Zoom)
- Providing strength-based case management support to families with individuals who have special needs 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
- Maintaining accurate and up-to-date records in accordance with Special Kids Connect's client management system (Salesforce)
- 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), demonstrating proficiency in spelling and grammar for each non-indigenous language
3. Parent, guardian or family member of a child or young adult with a developmental disability or an adult with a disability
4. Lived experience in the special education system
5. Successful completion of pre-employment background checks and drug testing
6. Proof of COVID vaccination
7. 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
8. Ability to manage requests/needs of multiple families and work on multiple projects simultaneously
9. Ability to manage multiple tasks and achieve deadlines under pressure
10. Ability and means to travel on a flexible schedule as needed
11. 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.
12. Proficiency in MS Office products (Word, Excel, PowerPoint) and Google Drive with a willingness to learn additional programs, as needed
13. A detail-oriented, positive attitude conducive to working effectively as a team member

14. 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 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