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PARENT INFORMATION CENTER OF DELAWARE (PIC)

Position: Bilingual (Spanish/ English) Parent Consultant

Classification: Part-Time 25 hours per week

FLSA: Non-exempt

Location: New Castle County

Parent Information Center of Delaware seeks individuals with a strong commitment to the involvement of informed, empowered and educated families in improving outcomes for Delaware's children.

Overview: The Parent Information Center of Delaware (PIC) is a statewide non-profit organization with a mission to improve health and educational outcomes for children and youth by empowering them, their families, and the professionals who serve them, by providing education, information and support. Parent Consultants are the key to providing accurate, and critical information, resources and support to families of children with all disabilities, age's birth to 26, to support efforts to accessing appropriate educational and health-related programs, services and supports for their children.

Summary: The Parent Consultant works with project directors, partners, districts and schools, Medical Home pilots, health providers, and family volunteers to provide high-quality, culturally responsive services leading to positive outcomes for children, youth, and their families and positive relationships with professionals. The Parent Consultant also provides education and training and helps parents and caregivers develop effective strategies for coping, resolving conflicts, and acquiring life-long advocacy skills. The Parent Consultant will engage in the following activities:

Job Responsibilities:

1. Conduct outreach and provide training and support to families of who represent the full diversity of families in DE, and professionals who work with children and families.
2. Provide information, technical assistance, and parent-to-parent support to families (parents and youth/young adults) and professionals.
3. Assist families to navigate multiple systems including early intervention, education, health insurance (including managed care, health care, child behavioral health, developmental disabilities, Vocational Rehabilitation Services, child care, and community-based service systems.
4. Providing individual technical assistance by phone, email or in person and subsequent follow up to families and other caregivers to promote effective communication and problem-solving skills and to offer information pertaining to the duration and overall well-being of their children.
5. Serve as an intermediary between the school system and families seeking to advocate for improvement in their children's education or healthcare.
6. Facilitate discussions and workshops/webinars that focus on leadership, building capacity, special education and related services.
7. Assisting in the development of pertinent, culturally competent and accessible information and reference materials to be posted on PIC website and disseminated at trainings
8. Attend IEP, discipline, and other meetings as assigned.
9. Provide information to families about available services, resources, and supports within the context of health, mental health, and education core outcomes for children with special needs (family engagement, early and continuous screening/child find and evaluation, medical home that coordinates with other

- services including schools, community-based services that are easy to use including child care, and after-school care, adequate healthcare financing, and transition to adult systems of care and adult life).
10. Enhance family self-advocacy capacity across multiple systems, and encourage youth engagement and self-advocacy.
 11. Participate as a parent voice in health, mental health, and education quality improvement efforts. Assist professionals to provide more family-centered, culturally competent, and coordinated care.
 12. Present at and attend professional and/or committee meetings relating to project goals and PICs mission.
 13. Collect and analyze evaluation information; prepare reports as needed in collaboration with supervisor.
 14. Maintain records and information that support project under direction of supervisor.
 15. Other responsibilities as needed.

Qualifications

Demonstrate relevant training and experience with the following knowledge, abilities, and skills:

1. Outstanding planning, communication & organizational skills;
2. Excellent outreach, family engagement and empowerment, and community collaboration skills;
3. Ability to interact with a diverse population of families, children and youth/young adults, and professionals;
4. Facility with written and verbal communication, strong Spanish or other second language skills a plus;
5. Capacity to use technology and software including computer skills, Word, Excel, Zoom, web-based contact management system, etc. (Salesforce).
6. Knowledge of local community and resources;
7. Strong demonstrated commitment to equity and social and racial justice;
8. Lived experience with one or more relevant systems;
9. Ability to work flexible hours and reliable transportation resources.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands, reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 35 pounds.

Preferences:

- Bilingual in Spanish or other language
- Parent, caregiver, or relative of an individual with a disability, with advocacy experience
- Extensive relationships with the Delaware Hispanic/Latin Community

The Parent Information Center of Delaware believes that equal opportunity for all employees is important for our organization. Accordingly, our nonprofit will not discriminate against an employee or applicant because of race color, creed, religion, sex, age, disability or national origin.

Please submit a current resume, and cover letter with salary requirements to:

Meedra Surratte, Executive Director
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Email: picofdel@picofdel.org
Visit our website at: www.picofdel.org

NO PHONE CALLS, PLEASE