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PARENT INFORMATION CENTER OF DELAWARE (PIC)

Position: Project & Family Engagement Coordinator - *Family SHADE, (Support & Healthcare*

Alliance Delaware) and Family-to-Family Health Information Center Programs (F2FHIC)

Classification: Full-time 30-35 hours per week \$28.00 per hour

FLSA: Non-exempt **Location:** Statewide

The 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.

Summary: The Project & Family Engagement Coordinator supports activities under both Family SHADE, (Support & Healthcare Alliance Delaware) and Family-to-Family Health Information Center Programs (F2FHIC) providing administrative oversight, and program coordination of project activities. The Project & Family Engagement Coordinator works with project staff to coordinate meetings, symposia, and annual summit, schedules trainings and workshops, ensures communication and promotion of all Family SHADE, and F2F activities, and assists with data collection and reporting. The Project & Family Engagement Coordinator will have demonstrated experience working with programs serving CYSHCN, project management and coordination, and managing and promoting MCHB programs. Candidates will also have experience supporting nonprofit development, training, and reporting.

Principal Responsibilities

1. Coordinates programs and activities under both the Family SHADE (Support Health Alliance Delaware) and Family-to-Family Health Information Center, (F2FHIC) Programs
 2. Provides direct advocacy and support to families and youth with special needs.
 3. Works with staff to coordinate and facilitate trainings for families, youth and professionals on special education and special healthcare topics.
 4. Assists in the development of pertinent and culturally sensitive training and information materials, including but not limited to videos, social media, and other tools effective in outreach to parents & professionals.
 5. 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.
 6. Provide information, technical assistance, and parent-to-parent support to families (parents and youth/young adults) and professionals.
 7. Assist families to navigate multiple systems including early intervention, education, health insurance, SSI, (including managed care, ACA, health exchange, etc.), health care, child behavioral health,
- Project & Family Engagement Coordinator – Family SHADE & F2F Programs

developmental disabilities, Vocational Rehabilitation Services, childcare, juvenile justice, child welfare, and community-based service systems.

8. Attend IEP, discipline, and Children's System of Care and other meetings, as needed.
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. Develops and facilitates in-person and virtual content and facilitates professional learning communities.
13. Provides professional development to staff to support their knowledge and expertise in family engagement.
14. Works with staff to analyze and evaluate family engagement practices across programs and determines strategies for continuous improvement.
15. Contributes to the development of program content as needed.
16. Participates in assigned meetings, events, and training as required.
17. Foster a collaborative, engaged culture to attract and motivate talented staff and parent leaders.
18. Identify and develop strategic partnerships with the community and stakeholders that align with PIC's mission.
19. Present at and attend professional meetings relating to project goals and PIC's mission, as needed.
20. Collect and analyze evaluation information; prepare reports as needed in collaboration with leadership.
21. Maintain records and information that support the project.

Responsibilities related to the Family Leadership Network

1. Develops and facilitates in-person and virtual content and facilitates professional learning communities for the contract year.
2. Coordinates and disseminates quarterly communication to FLN members.
3. Coordinates and facilitates quarterly FLN meetings.
4. Respond to and resolve administrative inquiries and questions.
5. Assists project staff & DPH with reporting requirements.
6. Correspond with DPH staff and/or Family when needed.
7. Participate in project meetings.
8. Participates in professional development activities, when needed.
9. Works with Project staff to coordinate and schedule venues for symposia and other meetings.
10. Collects and analyzes evaluation information; prepares reports as needed in collaboration with project staff and DPH.
11. Other responsibilities as needed.

Qualifications

12. Demonstrate relevant training and experience with the following knowledge, abilities, and skills:
 13. Outstanding planning, communication & organizational skills.
 14. Excellent outreach, family engagement and empowerment, and community collaboration skills.
 15. Ability to interact with a diverse population of families, children and youth/young adults, and professionals.
 16. Facility with written and verbal communication, strong Spanish or other second language skills a plus.
 17. Demonstrated experience with written and verbal communication, strong Spanish or other second language skills a plus.
 18. Capacity to use technology and software including computer skills, Word, Excel, Zoom, web-based contact management system, etc. (Salesforce).
 19. Strong knowledge of programs and services serving CYSHCN and their families
 20. Strong knowledge of MCHB programs
 21. Knowledge of local community and resources.
 22. Excellent computer skills; including a high degree of proficiency in Microsoft Word Excel and Outlook
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23. Outstanding Organizational skills
24. Knowledge of local community and resources.
25. Strong demonstrated commitment to equity and social and racial justice.
26. Lived experience with one or more relevant systems.
27. Ability to work flexible hours and reliable transportation resources.

Preferences:

- Bilingual in Spanish or other language
- Parent, caregiver, or relative of an individual with a disability, with advocacy experience
- Case management experience
- Strong community relationships

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 résumé, and cover letter with salary requirements to:

Meedra Surratte, Executive Director
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NO PHONE CALLS, PLEASE