



FAMILY SUPPORT SPECIALIST

Help Me Grow Alaska is hiring a Family Support Specialist. Be a part of an exciting team that is building a system where every Alaskan kid has what they need to grow and succeed. As a program of the All Alaska Pediatric Partnership, we are the leaders of collaborative, statewide efforts to improve health and wellness outcomes for children. We do this by communicating, coordinating and advocating best practice efforts in Alaska.

HELP ME GROW ALASKA PROGRAM GOALS

- **Strategic Goal 1:** HMG-AK strengthens the system of care by promoting developmental health and supporting families in connection to relevant, timely services.
- **Strategic Goal 2:** HMG-AK generates data that is accurate, detailed, and readily available to inform and support communities, partners and advocacy.
- **Strategic Goal 3:** HMG-AK has a broad statewide presence through highly engaged partnerships
- **Strategic Goal 4:** HMG-AK has the capacity to achieve its core purpose: Building a system where every Alaskan kid has what they need to grow and succeed.

POSITION DETAILS

Reports to: Help Me Grow Alaska Program Director

Status: Full-time

Location: Anchorage

FLSA Classification: non-exempt; hourly

Compensation: \$20.19 - \$22.60 per hour

RESPONSIBILITIES

Primary Functions:

- Provide compassionate, family-centered assistance to families over the phone through the Help Me Grow Alaska Centralized Access Point. This includes working with families to identify needs and set priorities, do research on options for support and follow up with families. Accurate documentation of client and resource information, confidentiality and critical thinking skills are required.
- Assist providers in identifying appropriate resources to support their patients and clients.
- Work with Help Me Grow Alaska staff and the Hub Team in researching and documenting community information to maintain a comprehensive and up-to-date shared resource database
- Help administer the Help Me Grow Alaska Developmental Screening Program, including providing screenings to families, interpreting the results and working with families on the recommended follow-up based on the outcome of the screening
- Represent Help Me Grow Alaska at outreach functions as needed
- Other program support functions as assigned

Marginal Functions:

- Monitor email, website and social media platforms
- Attend meetings and represent HMG-AK at events



- Assist HMG-AK evaluator and other program staff in accessing needed information
- Assist with database modifications and data entry
- Complete other general AAPP tasks as needed

EDUCATION AND EXPERIENCE:

- Bachelor's degree in Education, Psychology, Social Work, Nursing, Public Health, Health Care Administration, Communications or related field preferred.
- Experience working with families or clients
- Proficient in the Microsoft Office Suite with the ability to learn new software applications

PREFERRED BUT NOT REQUIRED:

- Experience involving child development, children with special needs or pediatric systems of care.
- Experience in health communications or health education.
- Experience in database programs or information management.
- Experience with the Salesforce CRM platform.

SKILLS, KNOWLEDGE AND ABILITIES

- Strong motivation and initiation skills and ability to work independently.
- Excellent communication and interpersonal skills, both written and verbal.
- Comfortable spending extended periods of time communicating about sensitive information over the phone.
- Ability to work with diverse groups of individuals across sectors to effectively provide information, identify problems and develop feasible solutions.
- Strong organizational skills.
- Ability to use computer programs and data systems to accomplish tasks, manage schedules, and organize multiple and complex program components.

NOTES

Travel: Occasional travel in and out of state may be required. Some travel to rural locations may occur in small aircraft.

Nature of Employment: Any description of work is a picture of the major responsibilities of a position at a given point in time. Jobs are dynamic and assignments/priorities may change. The primary purpose of this description is to outline and communicate key tasks and expectations for the position. This description does not imply or create a contractual relationship. All Alaska Pediatric Partnership is an at-will employer.

HOW TO APPLY

Qualified applicants may send their cover letter and resume to carmen@helpmegrowak.org. The positions are open until filled; however, cover letters and resumes will be reviewed each Monday.