



CENTRALIZED ACCESS POINT LEAD

Help Me Grow Alaska is hiring a Centralized Access Point Lead. Be a part of an exciting team that is building a system where every Alaskan kid has what they need to grow and succeed.

Principal Responsibilities: The Help Me Grow-Alaska (HMG-AK) CAP Team Lead has the principal responsibility of leading the Central Access Point (CAP) team of Family Support Specialists to effectively meet the needs of families who reach out to HMG for care coordination and access to resources. The CAP Team Lead supports the CAP team and serves as the principal resource for escalated client concerns.

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

Supports: Help Me Grow Alaska (HMG-AK) Program Director, Outreach Manager, Family Support Specialists

Location: Anchorage (Currently remote due to COVID)

FLSA Classification: Exempt; salary, Full-Time

Compensation: \$53,000 - \$60,000 annually

Benefits: Competitive benefits program includes medical, dental, vision, HSA, paid PTO and holidays, 403B retirement plan and employee assistance program

RESPONSIBILITIES

HMG CAP Team Lead Accountability:

1. Effectively providing reflective supervision to the CAP Team, coaching and mentoring the team to engage in professional development and on-going progression of skills.
2. Conducting regular performance reviews and recommending salary adjustments as appropriate to reflect performance.
3. Supporting staff in their work and ensuring they have the tools, training and assistance they need to carry out their duties.
4. Facilitating effective team dynamics where the dedicated members of the team serve as supportive resources for one another.



5. Serving as the principal resource in the call escalation process – remaining available to support the CAP team in complex or high-risk cases and knowing when to escalate further to the LCSW consultant and/or the HMG Program Director.
6. Establishing and/or implementing established functional systems for CAP team operations, engaging the team in utilization of adopted policies and procedures.
7. Collaborating with the Grant & Operations Director or Research Coordinator as needed to ensure efficient and accurate flow of data from the CAP team.
8. Collaborating with the Outreach Director to identify and prioritize agency outreach at the staff level, communicating outreach plans, coordinating peer to peer outreach transparently to support agency wide understanding of HMG-Alaska.
9. Leading the CAP team in supporting outreach efforts, building strong working relationships with staff at partner agencies to ensure ready access to support and resources for client families.
10. Scheduling the CAP team rotations and monitoring the assignment of caseloads to ensure a balanced work effort and a minimum stress on any one team member.
11. Collaborating with the HMG-AK Program Director to identify and provide resources as needed to support the emotional health of the CAP Team working in an environment of high emotional stress. to the CAP Team
12. Serving as a CAP team member as needed to balance the case load by:
 - a. Answering inquiries in rotation on-line and on the phone, walking new or prospective clients through the Help Me Grow intake process appropriately dependent on the family's need for resources or information.
 - b. Supporting families in completion of HMG Alaska Developmental Screenings, accurately interpreting the results and working with assigned families on the recommended follow-up based on the outcome of the screening.
 - c. Identifying additional needs and setting priorities for family support; researching options for support and following up with families.
 - d. Navigating available resources, identifying best fit services for client families and referring resources successfully.

HMG CAP Team Lead Authority:

Within established budget guidelines the HMG-AK CAP Team Lead has the authority to:

1. Direct the day-to-day activities and responsibilities of the Family Support Specialists/CAP Team.
2. Escalate cases to the LCSW Consultant and/or the HMG-AK Program Director to mitigate risk and resolve complex issues.
3. Represent HMG-AK with representatives of partner agencies and organizations.

ORGANIZATIONAL STANDARDS

1. We are guided by our core purpose: Excellent health for all Alaska's kids and we do this by building a system where every Alaskan kid has what they need to grow and succeed.
2. Our purpose can be fulfilled only through successful partnership with communities and service providers statewide. We are individually responsible for supporting these collaborative and cooperative relationships.
3. We value systems and procedures and understand the importance of utilizing current procedures consistently so they may be accurately evaluated and continually improved.



4. We are continually improving, seeking innovative ways to achieve our purpose while understanding that the best evolution of systems and processes is iterative and based on data and experience.
5. We are data driven; capturing information, tracking activities, reporting and analyzing data are regular recurring activities.
6. We are Alaska focused – fulfilling our purpose is a statewide effort with a sense of community “close to home.”
7. All client materials and information will be held as *strictly confidential* and will be appropriately secured.
8. Employees are encouraged to recommend ideas for the vision of the organization, innovations and improvements within their department and position that are consistent with our core purpose.

EDUCATION AND EXPERIENCE:

- Bachelor’s degree in Education, Psychology, Social Work, Nursing, Public Health, Health Care Administration, Communications or related field highly preferred
- Successful experience working with families or clients
- Proficient in the Microsoft Office Suite with the demonstrated 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.
- Experience successfully supervising employees.
- Demonstrated experience successfully implementing a new program or initiative.

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 on January 18, 2022.