



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.

Principal Responsibilities: The Family Support Specialist has the principal responsibility of providing compassionate, family-centered assistance to families telephonically through the Help Me Grow Alaska Centralized Access Point (CAP). The position has the additional responsibility of developing and maintaining strong working relationships with assigned community resource partners and accurate data documentation.

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 Centralized Access Point Team Lead

Supports: Help Me Grow Alaska (HMG-AK) Program Director, Outreach Manager, Centralized Access Point (CAP) Lead

Location: Anchorage (Currently remote due to COVID)

FLSA Classification: non-exempt; hourly, full time

Compensation: \$24.04/hr

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

RESPONSIBILITIES

Family Support Specialist Accountability:

1. Answering inquiries in rotation on-line and on the phone, walking new or prospective clients through the Help Me Grow Alaska intake process appropriately dependent on the family's need for resources or information.
2. Maintaining a collaborative relationship with organization staff to promote the mission of A2P2 and engage in activities designed to support staff in their work engaging with families, including reflective practice."
3. Supporting families in completion of developmental screenings, accurately interpreting the results and working with assigned families on the recommended follow-up based on the outcome of the screening.
4. Identifying additional needs and setting priorities for family support; researching options for support and following up with families.



5. Navigating available resources, identifying best fit services for client families and referring resources successfully.
6. Serving as a member of the outreach team, building strong cooperative relationships with front line representatives at referral resource organizations, effectively educating and communicating the value of HMG-AK to delegated agency contacts.
7. Demonstrating commitment to successful outcomes by escalating cases to the CAP Coordination Team meeting weekly, inviting insights from other team members and sharing information and experience to support organization-wide efforts.
8. Collaborating with peers and CAP team leader on client and family needs and referrals, sharing experience and information successfully with the team to support the highest quality service delivery.
9. Assisting providers in identifying appropriate resources to support their patients and clients.
10. Participating in Help Me Grow Alaska outreach and activities to support the program outreach function.
11. Accurately documenting client and resource information for HMG-AK and A2P2 data tracking and reporting.
12. Researching and documenting community information, contributing to A2P2 and HMG-AK data tracking systems to maintain a comprehensive and up-to-date shared resource database.
13. Maintaining the highest level of client confidentiality, protecting client-specific information outside of direct referrals.
14. Employees will provide staff assistance as requested, with a spirit of helpfulness - each employee may be asked from time to time to cover in other areas of accountability and/or departments as a matter of exception, not routine.

Family Support Specialist Authority:

Within established budget guidelines, the Family Support Specialist has the authority to:

1. Determine best agency or resource referrals and make those referrals to client families.
2. Represent HMG-AK in peer-to-peer agency relationships and community events.

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 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 position is open until filled; however, cover letters and resumes will be reviewed on January 18.