



Family Support Consultant - Intake Specialist

POSITION SUMMARY

The Family Support Consultant - Intake Specialist provides first-line telephone helpline support for families of children with special health and education needs. This position provides family-centered information, referrals, and assistance to families, youth, individuals, and professionals.

QUALIFICATIONS

- Must have experience parenting a child with disabilities or special health needs
- Must be able to work with diverse populations
- Must demonstrate excellent written and verbal communication skills, and handle sensitive family situations and challenging calls appropriately
- Be well-organized and able to maintain required records and statistics
- Able to work independently and collaboratively with Family Support Team
- Possess strong organizational and time management skills, with ability to multitask
- Experience with data management systems, virtual platforms, and Microsoft 365 preferred
- Experience with social services, healthcare, special education or related field preferred
- Ability to work in the office

PRINCIPAL DUTIES

Helpline Intake

- Answer incoming calls on the helpline for families of children with special health and education needs
- Provide empathetic support and initial guidance to callers
- Record grant required information regarding contacts with families, professionals, and community members in a database
- Send referrals to FS Teams in a timely manner
- Promote Vermont Family Network's mission and goals through communication to families, youth, and professionals
- Work collaboratively with FS Team to support families and grant deliverables
- Organize a process that streamlines referrals to the appropriate Family Support Consultant in Health or Education

- Other duties as needed, including but not limited to special projects such as helping to create/update publications, and e-newsletter articles, presentation slides or other grant-specific tasks

Administrative

- Understand, communicate, and carry out the mission and philosophy of VFN
- Prepare time reports and other paperwork as necessary
- Attend staff meetings and other meetings as required
- Participate in staff development activities
- Data entry

SUPERVISION

Reports to Co-Director of Family Support

APPOINTMENT

37.5 hours/week, 12 months/year

This position is grant-funded and contingent on continued funding.

If interested, please submit a letter of interest and resume to HR@vtfn.org or by mail to HR, Vermont Family Network, 600 Blair Park Rd., Suite 240, Williston, VT 05495.

Diversity, equity, and inclusion are key values within Vermont Family Network. We are committed to building and sustaining an inclusive, equitable working environment for all our staff. We believe every member of our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and discover, design, and deliver solutions that align with our mission, vision, and values.