Family Support Consultant – Education

POSITION SUMMARY

The Family Support Consultant provides family-centered information, referrals, and assistance to families of children with disabilities, individuals, and professionals individually over the phone, online and in person and through training. The Family Support Consultant supports families whose children experience the full continuum of disabilities and works with community organizations, local and state partners to elevate family voice.

QUALIFICATIONS

- Must have experience parenting a child with disabilities or special health needs
- Possess strong written and verbal communication and presentation skills
- Possess knowledge of education and special education resources at the state and federal levels
- Be well-organized and able to maintain required records and statistics
- Able to work independently with varied families
- Able to work as a team member as part of the VFN family support team
- Able to flex schedule as needed for meetings with professionals or families
- Able and willing to travel to meetings in surrounding areas
- Experience with data management systems such as Salesforce, virtual platforms such as Zoom/Teams, and Microsoft 365 preferred
- Ability to work at home and/or in the office as determined by VFN based on needs of program, safety, and agreement between employee and supervisor

PRINCIPAL DUTIES

Direct Family Support

- Support families through the statewide education helpline
- Provide support by telephone, email, or in person to families of children and youth with disabilities, professionals, and others regarding the education system, community resources, transition, mental health services, and related topics
- Coordinate family support with other VFN staff to assist parents in accessing services

Community Engagement and Advocacy

- Conduct outreach activities to inform partners of VFN and available services and encourage referrals and collaboration

- Collaborate with community organizations, schools, local and state agencies that support children with disabilities/special health needs and their families
- Support families in advocacy efforts through educational opportunities and informational resources
- Participate in recruiting families to provide family voice representation on local and state level committees and other policy-making groups and working committees

Program Development and Training

- Attain high levels of knowledge regarding children's education and special education in Vermont and serve as content expert for family support team
- Research and disseminate special education information/resources and coordinate workshops for families
- Attend/exhibit/assist in planning local events relating to disabilities/special health needs

Data Collection and Reporting

- Collect and report data on families served to document unmet needs, family concerns, and systems issues
- Record and maintain database records of contacts with families and professionals and attendance at events
- Prepare reports and other paperwork as necessary

Administrative and Professional Development

- Attend staff meetings and other meetings as required
- Participate in staff development activities
- Promote and follow VFN's mission and guiding principles, emphasizing collaboration with others

SUPERVISION

Reports to Senior Director of Family Support, Education

APPOINTMENT

25 hours/week, 12 months/year

VFN offers a family-friendly work environment and compensation package as follows:

- Hourly rate starting range: $22.00 to $24.00
- PTO: 32 days per year, prorated by FTE
- Benefits (health, dental, vision, life insurance, 401(b))
- Holidays: 11 holidays per year

This position is grant funded and contingent on continued funding.

If interested, please submit 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.

Vermont Family Network is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, disability, veteran status, or any other characteristic protected by law.