



## HELP ME GROW PROGRAM COORDINATOR

### FIRST 5 MARIN

First 5 Marin's vision is that every child in Marin County will have optimal health, development and well-being to reach his or her greatest potential. Our primary goals are to ensure that children are ready for school success and are free from abuse and neglect. Please see our website [www.first5marin.org](http://www.first5marin.org) for our Strategic Plan and reports on the impact of our work.

### DEFINITION

The Help Me Grow (HMG) Call Center Program Coordinator is responsible for oversight of the HMG Call Center including supervision of Call Line staff, and coordination of the family navigation/case management components of HMG. This is an exempt position reporting to the Executive Director of First 5 Marin.

### EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Provides oversight to and coordination of the HMG Call Center, including:
  - Reviews and assigns incoming HMG referrals, monitors referrals in progress
  - Develops, refines, documents, and trains staff on procedures and protocols
  - Approves case closure in Pathways database
  - Conducts quality assurance procedures to ensure HMG referrals are handled appropriately, follows-up as needed with internal staff and external partnering agencies to correct any issues
- In collaboration with the HMG Organizing Entity (currently First 5 Marin), provides information, orientation and training to providers and agencies in the use of and procedures for referral to the HMG Linkage Line
- Coordinates with First 5 Marin staff from various disciplines/programs to identify service needs and gaps in Linkage Line access, and identify strategies to address gaps
- Provides supervision and clinical consultation to Linkage Line staff (Child Development Care Coordinators), including case review/consultation
- Supports the Developmental Screening Program
  - Coordinates referrals from the Call Center to community providers and to ensure appropriate communications and referrals
  - Refines the development of protocols and procedures to ensure the appropriate disposition for families/children with concerns
  - Provides clinical consultation to the HMG Care Coordinator and HMG partners who are reviewing

screening tools to ensure the proper interpretation of ASQ data

- Oversees the family navigation/case management component of HMG:
  - Coordinates with external agencies that provide family navigation re. service provision and capacity, and development and refinement of protocols and procedures
  - Documents, disseminates, and encourages the use of protocols and procedures to ensure quality in service delivery with external family navigators
  - With the HMG Organizing Entity (currently First 5 Marin) coordinates, plans and facilitates staff meetings to coordinate the work between partner agencies and the HMG phone line; provides information about the HMG program, policies, and available resources to community service providers
  - Provides technical assistance to case managers and program managers to ensure proper documentation of referrals and use of referral protocols
- Builds and maintains relationships with key agency partners to identify needs, challenges, and system barriers, and develop strategies to address identified issues
- Participates in collaborative program and data system planning, as needed, with other HMG team members and committees

#### **MINIMUM QUALIFICATIONS**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

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- Bachelor's degree in child development, social work, counseling, psychology, early care or special education, or related field that includes some coursework in child development and a minimum of three years of full-time progressively responsible experience working with children (birth to 5 years old) and their families, including at least one year of experience in providing assessment and/or consultation to at-risk families and/or providers who serve at-risk families
- Associate's degree or Equivalent of two years of college (90 quarter units or 60 semester units) from an accredited college or university in child development, social work, counseling, psychology, early care or special education, or related field that includes some coursework in child development and A minimum of five years of full-time progressively responsible experience working with children (birth to 5 years old) and their families, including at least one year of experience in providing clinical assessment and/or consultation to at-risk families and/or providers who serve at-risk families
- A minimum of seven years of full-time progressively responsible experience in a public or private organization working with children (birth to 5 years old) and their families, including at least one year of experience in providing clinical assessment and/or consultation to at-risk families and/or providers who serve at-risk families.

**Other**

- Ability to speak ,read, and write Spanish preferred, but not required
- Experience with ASQ, ASQ-SE, and M-CHAT strongly preferred
- Strengthening Families (including trauma informed approaches) or similar training on best practices for working with families preferred

**KNOWLEDGE AND ABILITIES**

**Knowledge of**

- Principles and practices of child development (typical and atypical, including social-emotional development) and behavior, developmental disabilities, and infant/early childhood mental health
- Principles and practices of screening and assessment of children birth to five; knowledge of developmental and behavioral screening tools, prefer Ages and Stages Questionnaire (ASQ), ASQ-SE, and M-CHAT
- Principles and practices of early identification and intervention
- Strategies for working effectively with and delivering services to at-risk families
- Principles of family-centered and family-driven care
- Early childhood, early intervention, and entitlement systems and services; prefer knowledge of services in Marin County
- General knowledge of program development and program monitoring/quality assurance methodologies
- Developing and implementing program policies and procedures
- Evaluation and evaluative approaches to service delivery
- Principles and best practices of clinical and administrative/programmatic supervision
- Developing and managing program budgets
- Proficiency in Microsoft Office Suite, use of the internet for research

**Ability to**

- Establish and maintain effective, collaborative working relationships with a wide range of professionals and para-professionals including but not limited to First 5 Marin staff, partnering agencies, community partners and providers
- Articulate and model effective strategies for working with ethnically, linguistically and culturally diverse families, demonstrate cultural awareness and sensitivity in a variety of contexts
- Plan and monitor program and service delivery, utilizing and applying data to identify and resolve programmatic and/or operational issues, and develop effective strategies, protocols, and procedures to ensure quality of program and service delivery
- Effectively supervise and provide clinical guidance to staff
- Work in a multidisciplinary team setting
- Coordinate and/or provide informal and formal trainings and presentations to diverse audiences
- Facilitate group meetings effectively
- Think proactively, anticipate and identify problems, gather information/data to analyze situations, and develop effective recommendations and solutions
- Exercise sound judgment within generally established policies and procedures to select appropriate strategies

and make and carry out effective decisions

- Communicate clearly and effectively, orally and in writing, to staff, the Commission, partners, and the public, including the ability to write and edit reports or documents
- Read, analyze and interpret common professional publications, policy documents, financial reports and related business/professional documents and information
- Demonstrate initiative and work independently with little supervision
- Plan, organize, and execute work to ensure organizational and program goals are achieved
- Meet attendance requirements of the position, be punctual and timely in meeting all requirements for work performance
- Adapt, with minimal or no advance notice, to changes in agency operations and work assignments or procedures

**PHYSICAL DEMANDS**

The applicant must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**EQUAL OPPORTUNITY EMPLOYMENT**

*It is the policy of First 5 Marin to afford equal opportunity in all aspects of employment to all persons without discrimination on the basis of race, religion, sex, national origin, ethnicity, age, physical or mental disabilities, color, marital status, sexual orientation or medical condition, or any other basis protected by law. This policy shall apply to all employees and applicants for employment, and extends to all phases of employment, including hiring, training, promotion, discharge or layoff, rehiring, compensation and benefits.*

**I have read and understand this job description, and certify that I have the ability to perform the essential functions of this position either with or without reasonable accommodation.**

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**



