

Solano Family & Children's Services

421 Executive Court North * Fairfield, CA 94534 * (707) 863-3950 option 7 * (707) Fax 863-9772

Job Description/Announcement

R&R Help Me Grow Outreach Specialist #62

Position Title:	Help Me Grow Family Navigator/Outreach	Type of Position:	Full-Time
Work Days:	Monday – Friday	Open To:	Public
Hours:	Varies	Open Until:	Filled
Department:	Resource & Referral Program	Management:	NO
Reports to:	Resource & Referral Program Manager	Date Updated:	5.26.2021
Salary:	\$22.47 Bilingual	Position Status:	Non-Exempt

General Purpose of the Job

- Provide outreach and relationship building with community agencies, child healthcare providers, and other medical professionals regarding the Help Me Grow Program (HMG) and referral process
- Assist Program Manager with scheduling and convening the Help Me Grow Steering Committee, including meeting minutes and follow-up materials
- Assist fellow Help Me Grow teammates in scheduling and convening the “Get Connected” meetings
- Educate the community on HMG services and participate in community outreach events
- Work closely with HMG Call Center staff in developing and maintaining the community referral database program
- Assist fellow Family Navigators connect young children and their families to programs and partner agencies throughout Solano County, by staffing the Help Me Grow Call Center, phone line, internet and in person
- Provide education and information on the importance of conducting routine developmental screenings, the basic screening tools such as Ages and Stages Questionnaire (ASQ), and ASQ Social Emotional screening tools for children birth through five years to ensure effective linkage to appropriate programs and services
- Collaborate with other R&R staff on developing educational kits for the Lending Library and outreach materials
- Collaborate with other R&R staff in coordinating and implementing family activities and outreach to meet Help Me Grow performance measures
- Other duties as required

Qualification Requirements

- A minimum of two years experience in using a computer database program, internet experience, or equivalent combination of related education and experience
- Minimum one year experience working in the health care field, in a social service agency, or call center/referral service preferred
- A degree in nursing, or other healthcare field, or in Child Development or Early Childhood Education/Child Development preferred
- Bilingual Spanish preferred

Knowledge, Skills and Abilities

- A minimum of two years experience working with community agencies, and an understanding of community relations
- Ability to establish and maintain effective working relationships with child healthcare providers, and other medical staff
- Extraordinary interpersonal and communication skills, and composing effective communications

- Ability to effectively present information verbally in individual or group settings, as well as in written form
- Strong communication (written and verbal)
- Organizational skills
- Multi-task oriented
- Excellent customer service skills
- Familiar with and the ability to use computers for data entry and word processing. Proficient in Microsoft Office products
- Ability to attend off-site trainings, meetings, workshops, etc.
- Ability to lift at least 25 pounds.

Special Licenses or Certificates

CA Drivers License and dependable auto with insurance coverage that is required by law.

Essential Functions	Description of Essential Functions
<p>Healthcare Provider Outreach: HMG staff will conduct targeted outreach to child healthcare providers</p>	<p>Meet Contract Scope of work by establishing partnerships with new child healthcare providers, with these providers actively referring clients to Help Me Grow. Contact child healthcare providers and present the features and benefits of HMG, either through a phone conversation or in person meeting, 10-30 minutes</p> <p>Conduct one-on-one meetings or group presentations with child healthcare providers in 15 minutes – 1 hour</p> <p>Develop and maintain a list of Health Care Provider/Facilities for HMG Outreach.</p> <ul style="list-style-type: none"> • Provide on-site introduction of services to doctor’s office/Medical Facility • Request time to meet with the Physician for a one-to-one presentation, or, • Take a few minutes to explain HMG to the front desk/medical staff, and leave materials • Return within a few days to follow-up
<p>Parent, provider and caregiver education, training and consultation</p>	<p>Meet the Contract Scope of Work by identifying parents, and child care providers for workshops and/or educational activities on topics such as typical and atypical development, recognizing red flags in young children, use of basic ASQ and ASQ-SE, and improving the mental health of children and parents.</p>
<p>Community Outreach: Maintain a community presence by participating in community outreach events, conducting targeted outreach to community</p>	<p>Meet the Contract Scope of Work by participating in community outreach events, community/service provider meetings presentations, or one on one meetings as community outreach events.</p>

<p>providers, maintain an up-to-date community resource database, and assist with maintenance of website and social media sites.</p>	<p>Participate in key community meetings, forums, and fairs. Visit agencies to learn about current services by identifying and developing collaborative relationships with community networks</p>
<p>Steering Committee and “Get Connected” Meeting</p>	<p>Assist Program Manager with scheduling and convening the Help Me Grow Steering Committee, including meeting minutes and follow-up materials.</p>
<p>Maintain and Update Resource Information</p>	<p>Assist fellow Help Me Grow teammates in scheduling and convening the “Get Connected” meetings.</p> <p>Keep HMG Call Center staff informed of new contacts and services relating to child and family needs for the Resource Database;</p>
<p>Maintain the Help Me Grow Call Center</p>	<p>Daily phone/email/face-to-face interaction with parents, Pediatricians, medical staff, and other callers to collect information, make a connection, build rapport, educate, and make appropriate referrals to community services.</p> <p>Enter new client information, and document all call and referral information in the data system. Update information and make follow up calls to confirm linkages to services.</p> <p>Enter notes and any significant information helpful for the referral agency. Complete the referral process to community partners and perform follow up calls within 2-3 weeks. Work with callers with complex issues to navigate community systems.</p>
<p>Developmental Screening</p>	<p>Assist the Family Navigator/Screenener in educating and providing information on the importance of conducting routine developmental screenings, the basic screening tools such as Ages and Stages Questionnaire (ASQ), and ASQ Social Emotional screening tools for children birth through five years to ensure effective linkage to appropriate programs and services.</p> <p>Assist with in-person, online, and virtual screenings in order to meet HMG Scope of Work.</p>
<p>Parent and Provider Engagement</p>	<p>Collaborate with other R&R staff on developing educational kits for the Lending Library and outreach materials.</p> <p>Collaborate with other R&R staff in coordinating and implementing family activities and outreach to meet Help Me Grow performance measures.</p>

Physical Requirements	Ability to lift at least 25 lbs., ability to bend, twist, stoop, and sit for 2-4 hours at a time. Use computer and copy machine, speak clearly and communicate in person and by phone.
Other Duties	As assigned.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Application Information: An agency application form must be completed and submitted to:

Solano Family & Children's Services – Attn: Human Resources
421 Executive Court North – Fairfield, CA 94534
Or emailed to kparkham@solanofamily.org

To obtain an application, you may:

- Visit our website at www.solanofamily.org
- Request via email at kparkham@solanofamily.org
- Call the Job Hotline at (707) 863-3950 option 7
- Visit out office at 421 Executive Court North, Fairfield, CA 94534

Additional Information:

- Only the candidates who meet the job requirements will be invited to test and interview
- Employment is conditional pending satisfactory results of all requirements
- The position requires a pre-employment (post-job-offer) agency-paid drug screen, TB clearance and criminal background check