

Help Me Grow Utah

Parent Support Specialist (Provo)

Program Description: Help Me Grow Utah is a free family information helpline designed to promote the optimal development during pregnancy and early childhood by:

- linking families to information and community resources related to pregnancy, child development and parenting
- providing personalized support for families
- creating and facilitating partnerships within the community to improve the availability and quality of services for families

Position Description: The Parent Support Specialist contributes to the goals of Help Me Grow Utah by addressing family strengths and concerns, referring families to existing community and informational resources related to child development, and problem solving to find alternative solutions as needed. S/he demonstrates knowledge and experience in family support services, including the ability to interpret developmental screenings, and showing empathy toward a variety of family situations. S/he communicates with families, manages family records, conducts follow-up and participates in other activities related to Help Me Grow Utah and United Way of Utah County. We are looking to fill one full-time position.

Minimum Requirements:

- Minimum of Bachelor's Degree required
- Experience in child development, parenting, early childhood education, behavioral science, social service, social work, or related field
- Work experience involving parents or young children with or without special needs
- Valid Utah Driver's License and access to personal vehicle for use during working hours (mileage reimbursable)
- Proficient in Microsoft Office Suite with ability to learn new software applications
- Proper telephone etiquette, including active listening and assessment skills
- Ability to manage many details and various bits of information at the same time
- Ability to make decisions independently as well as part of a team

Preferred Qualifications:

- Bilingual in Spanish and English
- Familiarity with Arabic language
- Experience working with refugee populations
- Supervisory or volunteer management experience

Tasks Include:

- Respond to calls from parents, service providers and health care providers who are in need of information and/or referrals to community resources for young children ages 0-8 years old
- Score developmental screening tool, the Ages and Stages Questionnaire, (completed by parents) and give results to parents
- Address parents' concerns about their child and recognize their current strengths
- Identify appropriate referrals and services that may benefit a family
- Confirm that referral/service is available prior to giving to family
- Follow-up with families via phone, text, mail and/or email
- Attend outreach functions related to Help Me Grow as assigned
- Provide support on projects as needed, such as researching community resources, preparing for events, etc.
- Occasional training and management of volunteers and interns

Benefits and Compensation: United Way of Utah County is an Equal Opportunity Employer. This is a full-time hourly position--compensation depends on experience. Benefits include medical and dental insurance, paid holidays, sick leave and vacation, 401(K), and life and disability insurance.

Work Schedule: Typically, 8:30 a.m. - 5:00 p.m. Monday-Friday (Full-time; 40 hrs. /week), however, hours may vary and may include occasional night or weekend hours. The Parent Support Specialist reports to the Help Me Grow Call Lead.

Physical Activity: In the course of performing this job, the incumbent typically spends time sitting, walking, listening/speaking, writing and operating a personal computer. At times, employee will be required to drive an automobile to attend meetings within the community. S/he is expected to lift and carry office records and supplies up to 15 lbs. on an occasional basis. Reasonable accommodations may be arranged to enable individuals with disabilities to perform essential duties of the job.

Application deadline: October 12, 2018 or until filled.

Submit resume and cover letter to:

Gentri Hortman
148 North 100 West
Provo, UT 84601
gentrih@unitedwayuc.org