



## Job Description

### Bilingual Parent Support Specialist

Program Description: Parenting is incredibly tough, many moms and dads have questions and don't know where to turn. [United Way of Utah County](#) brought [Help Me Grow Utah](#) to our state in an effort to support families and connect them to the information and resources they want. We do this by:

- offering developmental screening tools to assist parents in tracking early milestones
- linking families to information and community resources related to child development and parenting
- providing personalized virtual support
- creating and facilitating partnerships within the community to improve the availability and quality of services for families

Position Description: The Bilingual 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. They demonstrate knowledge and experience in family support services, including the ability to interpret developmental screenings and showing empathy toward a variety of family situations. They communicate with families, manage family records, conduct follow-up, and participate in other activities related to Help Me Grow Utah and United Way of Utah County.

#### Responsibilities:

- Primary focus will be to enroll families from across the state in the program through our over the phone intake process, this includes verifying demographic and contact information and most importantly listening to the family and identifying ways HMGU can support their current needs
- Respond in English and Spanish to calls, texts, and emails 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 screening tools, including the Ages and Stages Questionnaire, Edinburgh Postnatal Depression Scale, Modified Checklist for Autism in Toddlers (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; communicate referrals to parents or appropriate agencies
- Follow-up with families via phone, text, mail and/or email in both English and Spanish
- Provide support on projects as needed, such as researching community resources, preparing for events, etc.
- Participate in other activities related to Help Me Grow Utah and United Way of Utah County

#### Minimum Requirements:

- **Bilingual in Spanish and English required**
- Minimum of Associates Degree required, Bachelor's Degree preferred

- 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

Benefits and Compensation: United Way of Utah County is an Equal Opportunity Employer. This is a full-time in person hourly position--compensation starts at \$19.00, increase depends on experience. Benefits include medical and dental insurance; paid holidays, sick leave and vacation; 401(K); life and disability insurance; and flex spending plan.

Work Schedule: The typical work schedule will be 8:30 a.m. - 5:00 p.m. with 1-2 days a week 9:30 a.m. - 6:00 p.m. This is a full-time 40 hrs. /week position based at our office in Provo, UT. However, working hours may vary and may include occasional night or weekend hours. The Parent Support Specialist reports to the Help Me Grow Parent Support Team Manager.

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 may be required to drive an automobile to attend meetings within the community. They 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.

**Applications accepted until position is filled. Please submit resume and cover letter to:**

Vanessa Escobar  
United Way: Help Me Grow Utah  
Parent Support Team Manager  
[vanessae@unitedwayuc.org](mailto:vanessae@unitedwayuc.org)