

Help Me Grow Utah

Job Description: Bilingual (English/Spanish) Call Center Manager

Work Schedule: M-F 8:30 AM – 5:00 PM. Some early mornings, evenings, and Saturdays required.

Reports To: Help Me Grow Program Manager

Program Description: Help Me Grow Utah is a free family information line designed to promote the optimal development of young children by

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

Responsibilities:

1. Receive direction from and provide support to Help Me Grow Program Manager on all projects corresponding to the call center.
2. Manage call center and all directly related activities including care coordination, data evaluation, community and informational resources, marketing efforts and volunteer management.
 - a. Ongoing quality improvement for central access activities including manual documentation
3. Collaborate with Program Manager and Community Liaison Manager to develop a strategic plan on how best to expand Help Me Grow
 - a. Continuous evaluation of progress adjusting goals as needed
4. Devote 15% of time (approximately six hours per week) to actual care coordination including:
 - a. Sending and scoring Ages & Stages Questionnaire (ASQ), and reviewing results with parents
 - b. Researching and identifying appropriate and accurate referrals for families
 - c. Providing families with age-appropriate and family specific community and informational resources
 - d. Following-up with families via phone, mail and/or email
5. Oversee and manage care coordinators
 - a. Recruit, train, coach, provide ongoing quality assurance to care coordinators
 - b. Manage and balance care coordination workload
 - c. Oversee care coordinators in daily tasks of:
 - i. Handling calls
 - ii. Entering data
 - iii. Providing child development information
 - iv. Searching for community resources
 - v. Conducting follow-up calls

- vi. Participating in other activities related to Help Me Grow and United Way of Utah County
 - d. Manage time-cards and schedules of care coordinators
 - e. Provide additional Human Resource training if needed
- 6. Oversee Help Me Grow family/child database
 - a. Train on proper data entry protocols and oversee accuracy of data entry
 - b. Update data entry protocols as necessary
 - c. Oversee database updates
- 7. Oversee data evaluation projects including Help Me Grow Annual Report
 - a. Provide evaluator with direction concerning the Annual Report
 - b. Provide evaluator with correct data from family and outreach databases
 - c. Oversee Protective Factors evaluations as necessary
- 8. Collaborate with 211 Information and Referral
 - a. Arrange for regular 211 trainings to Help Me Grow staff and vice versa
 - b. Develop training materials for 211 for trainings on referrals to Help Me Grow
 - c. Assure that 211 receives and enters all new resources to resource database
 - d. Oversee the organization and usage of informational resources for call center
- 9. Coordinate community collaborative efforts with Community Liaison Manager
 - a. Work with Community Liaison Manager to manage and grow partnerships
 - b. Verify Care Coordinators are informed of new resources and updates
 - c. Verify Care Coordinators are informed of specific partnership protocols
 - d. Manage partnerships and outreach in areas without Community Liaison
- 10. Participate in outreach functions related to Help Me Grow as assigned
 - a. Provide support on projects as needed, such as researching community resources, preparing materials for events, presentations, etc.
- 11. Oversee Help Me Grow Marketing efforts
 - a. Manage and train on brand fidelity and branding updates
 - b. Oversee Help Me Grow website and ensure information is current and accurate
 - c. Manage Help Me Grow social media, following the Help Me Grow social media policy
 - d. Ensure that all forms of media follow branding guidelines and Help Me Grow messaging.
- 12. Oversee Help Me Grow Volunteer Program in Call Center
 - a. Recruit, train and oversee volunteers including potential eagle scouts
 - b. Collaborate with Welcome Baby to recruit and train interns
 - c. Develop project assignments and ongoing trainings for intern
- 13. Participate in other activities related to Help Me Grow as assigned
 - a. Such activities may include: Help Me Grow General Family events, Networking Breakfast, In-service, Community Café
- 14. Participate in other activities related to United Way of Utah County as assigned
 - a. Such activities may include: Day of Caring, Sub for Santa, and assisting other departments where needed