

Help Me Grow Utah

Job Description: Bilingual (English/Spanish) Child Development Care Coordinator

Work Schedule: M-F 8:30 AM – 5:00 PM. Some early mornings, evenings, and Saturdays required. Some Care Coordinators are hired to work evening hours, potentially to 7:00 p.m.

Reports to: Help Me Grow Call Center 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. Daily tasks:
 - a. Enroll Families in Help Me Grow
 - i. Collect enrollment forms and confirm interest in Help Me Grow services
 - ii. Follow protocol in enrolling family
 - iii. Assign Care Coordinator
 - b. Administer Ages & Stages Questionnaire
 - i. Send and score Ages & Stages Questionnaire (ASQ), a developmental screening tool completed by parents, and explain results to parents
 - ii. Provide families with age-appropriate developmental activities
 - iii. Address parents' concerns about their child(ren)
 - iv. Provide appropriate resources
 - v. Follow-up with families via phone, mail and/or email
 - c. Provide Referrals and to Community Resources
 - i. Respond to calls from parents, service providers and health care providers who are in need of information and/or referrals to community resources for children
 - ii. Identify, and research if necessary, appropriate referrals and services that may benefit a family
 - iii. Confirm that the service/resource you offer the parent is available prior to giving the referral to family
 - iv. Follow-up to ensure family was connected to resource. If not, provide additional resources that may benefit the family.
 - d. Update family database continually according to protocol
 - i. Accuracy of data management increases quality care coordination and allows for better evaluation of Help Me Grow
2. Attend 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, etc.
 - b. Participates in other activities related to Help Me Grow and United Way of Utah County, for example, Help Me Grow Family event, Networking Breakfast, In-service, Community Café, Day of Caring, Sub for Santa
3. Train and oversee volunteers and interns as assigned by the call center manager.
4. Demonstrate knowledge and experience in child development and family support services:
 - a. Follows and understands established protocol outlined in manual
 - i. Reports to child development specialist on concerns as outlined in the manual
 - b. Demonstrate discretion and confidentiality when working with families
 - c. Report any red flags to our child development specialist or call center manager
5. Work with team members to ensure smooth transition of families to call center
 - a. Timely response when following up with families and new enrollments
 - b. Thorough follow through to both providers, physicians and families
 - c. Address work flow concerns to assure families receive timely services. Work with manager if they are not able to complete Care Coordination each week.
 - d. Participate in client review meeting with questions, new resources and support to other Care Coordinators
 - e. Work with team to ensure viable resource options for families in general
 - f. Create accurate notes in family database to allow for a smooth transition between team members when families are transferred to a new care coordinator