

## **Delaware Helpline Job Description**

**JOB TITLE:** Child Development Specialist

**REPORTS TO:** Executive Director, Delaware Helpline, Inc.

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### **MISSION STATEMENT**

The mission of the Delaware Helpline is to provide current information to the general public about available services in Delaware and to give special assistance to persons in identifying and gaining access to needed health and human services. In performing this role, Delaware Helpline endeavors to work cooperatively with government and private agencies to contribute to the identification of additional services needed in the community.

### **NATURE OF POSITION**

The Child Development Specialist (CDS) provides care coordination functions within the specialized Child Development Helpline, which assists consumers and providers to understand the services available through the Division of Public Health Help Me Grow Program, Child Development Watch and Department of Education Childfind and makes referrals to these programs as appropriate. The Child Development Specialist handles calls related to the health, development, behavior and learning of children, and supports families by providing information and education on these topics, researching and making referrals to services, and providing continued support, advocacy and follow-up as needed. The Specialist handles telephone cases, documents case information, mails information packets, and networks with specialized program's central office staff and community based providers.

### **KEY RESPONSIBILITIES**

- Develop in-depth knowledge of the Division of Public Health Help Me Grow Program, Child Development Watch and Department of Education Childfind programs eligibility, referral/application processes, due process information, and related support services.
- Handles incoming calls, screens for appropriateness for Specific Programs and refers callers to the appropriate services.
- Asses caller/client situation and enters accurate data on all calls into the database.
- Provides care coordination for families, researches most appropriate resources, provides education and information on development, behavior management and services, and provides advocacy and follow-up as needed.
- Assists in identifying gaps and barriers to services, and system issue trends families experience in utilizing services.
- Assists with compiling and mailing out information packets to families referred to Specific programs or to community based resources, as needed.
- Sends out confirmation letter and resource information to referral source.
- Assists in maintaining filing system for all cases.

- Participates in Help Me Grow, Child Development Watch and Childfind staff meetings, case discussions and joint meetings with funders.
- Attends staff meetings, conferences, and workshops regularly to upgrade professional skills and understand systems and current best practices for working with children and families.
- Works effectively as a team member and provides assistance to other staff members as needed.
- Works closely with Partner Agencies and Programs staff and other community providers to ensure a smooth referral process for families.
- Assists with PEDS developmental screening tool (Parent Evaluation & Development Status).
- Participate in community planning and community education activities regarding the delivery of health and human services. Represent Delaware 2-1-1 and UWD
- Perform other duties as required

### **QUALIFICATIONS**

- Bachelor's Degree in Special Education, Early Childhood Development, or related health or human services field, plus one year experience working with children and families; **OR**
- Associates Degree in Early Childhood Development, or related health or human services field, plus three years experience working with children and families.
- Experience in positions involving special needs or very young children.
- Knowledge of typical and atypical child development and special needs conditions.
- Certified Information & Referral Specialist (CIRS) certification or willingness to obtain within one year of hire
- Strong basic computer skills including keyboarding, word processing, and internet and database search skills
- Experience in working with culturally and ethnically diverse staff, volunteers, partners and community stakeholders
- Ability to research and develop knowledge of existing resources (federal, state, county, city and private agencies)
- Excellent interpersonal skills, including ability to communicate effectively both verbally and in writing
- Reflective listening skills
- High degree of sensitivity to the needs of our clients
- Ability to work well within a team environment on various tasks simultaneously, maintain a positive attitude, work with varying levels of supervision
- Ability to maintain professional boundaries and confidentiality.
- Spanish-speaking preferred.

