

United Way of Connecticut Job Description

Child Development Care Coordinator

Summary

The Child Development Care Coordinator provides care coordination functions within the specialized Child Development Infoline unit, which assists consumers and providers to understand the services available through the Birth to Three Early Intervention System, Early Childhood Special Education, Help Me Grow and Children and Youth with Special Health Care Needs programs, and makes referrals to these programs as appropriate. The Care Coordinator 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. She/he handles telephone cases, documents case information, mails information packets, and networks with Birth to Three, Help Me Grow, Early Childhood Special Education and Children and Youth with Special Health Care Needs central office staff and community based providers.

Job Requirements

- 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 child 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.
- Bilingual, English/Spanish highly desirable.
- Ability to use computer to complete job functions.
- Ability to work effectively with people of diverse backgrounds.
- Well developed communications skills, both written and verbal.
- Ability to work independently.

Specific Responsibilities

- Develop in-depth knowledge of the Birth to Three, Help Me Grow, Early Childhood Special Education and Children and Youth with Special Health Care Needs programs-

eligibility, referral/application processes, due process information, and related support services; serves as the central intake point for the Birth to Three System.

- Handles calls to the unit, screens for appropriateness for Birth to Three; refers to appropriate services through the Birth to Three System, Early Childhood Special Education, Help Me Grow, or Children and Youth with Special Health Care Needs Program.
- Assess caller/client situation and enters accurate data on all calls into the Child Development Infoline unit.
- 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.
- Assist with compiling and mailing out information packets to families referred for Birth to Three services, or to other 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 Child Development Infoline unit 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 Birth to Three staff, Help Me Grow staff, Early Childhood Special Education staff, MCH Consultant, DPH staff, and other community providers to ensure a smooth referral process for families.
- Assists with ASQ (Ages and Stages Questionnaires) activities as needed.
- Performs other duties as needed.

Reports to:

- Supervisor, Child Development Infoline
- Director, Child Development Infoline