**Family Resource Navigator - First Five Fox Valley**

**First Five Fox Valley:** An early childhood collaborative with cross-sector representation, that serves as the framework for systems-level change to improve outcomes for children and their families.

**Job Summary:** The Family Resource Navigator is a critical organizational role providing Help Me Grow (HMG) care coordination and serves as the primary point of contact utilizing a multi-agency Help Me Grow-Fox Valley database to link families with young children to existing resources in the community and provide the necessary follow-up to ensure the referrals are effective. The Family Resource Navigator is a member of the HMG navigator team and is expected to provide information and support to families around specific developmental or behavioral concerns and participate in the Centralized Access Point call-in center, document case information, mail informational packets and network with community-based providers.

**Job Responsibilities:**

* Manage incoming calls, emails, and other messages to the central access point and record family intake information in Help Me Grow-Fox Valley database.
* Throughout the referral process, maintain confidentiality and build trusting relationships with families to identify and support concerns and/or needs while documenting referral and follow up resources provided.
* Utilize ASQ screening tools, the Help Me Grow Data database and the maintain the online resource directory with

updated agency/organizational data to provide appropriate, relationship-based referrals for families.

* Conduct follow-up with families via phone, mail and/or email to ensure effectiveness of referral and provide additional support.
* Support community partners with information and organizational referrals.
* Other duties as assigned including, but not limited to, supporting other F5FV projects and initiatives.
* Promote Help Me Grow within targeted communities.

**Education and Experience Required:**

* 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 technically well to complete job functions, including search features of a database, Excel, Word, PowerPoint, attach a PDF and email and use template letters.
* 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 early intervention and social service support systems within Wisconsin including eligibility, referral/application processes, and related support services.
* Coordinates the ASQ (Ages and Stages Questionnaires) activities, including scoring of paper screens, follow-up conversations with families, data entry, screen reminder system management, and reporting.
* Refers to appropriate services through the Birth to Three System, Head Start/Early Head Start, and Children and Youth with Special Health Care Needs Program, Home-visiting, 4K and school district programs, child care subsidy (SHARES), CCR&R, Public and private Health care systems, and other partnering agencies.
* Assess caller/client situation and enters accurate data on all calls into the Help Me Grow data system.
* Provides system navigation for families, researches most appropriate resources and 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.
* Coordinates compiling and disseminating information packets to families.
* Assists with program outreach activities.
* 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.

**Skills Needed:**

* Excellent communication skills, bilingual language skills preferred.
* Strong interpersonal skills and demonstrated ability to work and communicate effectively with people of diverse cultural, ethnic and socioeconomic groups.
* Compassionate personality with the ability to interview individuals to obtain information, assess client needs and provide appropriate information and referrals.
* Team-building and effective communication skills are essential.
* Good time management and organizational skills, with ability to work with limited supervision.
* Ability to use computer programs to accomplish tasks, manage outreach schedule, and input and analyze client data proficiently.
* This position requires access to a car and a valid driver’s license and will require daytime travel throughout Wisconsin.
* Must pass a criminal background check prior to employment offer and periodically thereafter.

There are multiple placements available for this hourly position between 20-40 hours/week. Competitive benefits including health insurance, dental, retirement, and paid time off available for full time candidates. Ability to work a varied schedule including early mornings, evenings and occasional weekends is required.