**Help Me Grow Statewide Implementation Coordinator**

**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 Statewide Implementation Coordinator is a critical organizational leadership role for the Help Me Grow – Wisconsin program operations. The Help Me Grow program offers families throughout Wisconsin the opportunity to learn more about their child’s growth and development through online and print developmental screening, and connections to local parent support resources. The statewide implementation coordinator serves as the primary point of contact for statewide Help Me Grow system that uses a multi-agency community partnership model that links a Centralized Access Point including a database and website 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 statewide implementation coordinator leads a multi-system HMG navigator team to effectively and efficiently run the Help Me Grow program to fidelity and aligns to the HMG National Centers expectations of an evidence-based model of operations. The HMG statewide implementation coordinator is supervised by First 5 Fox Valley in collaboration with Family Services of NEW.

**Job Responsibilities:**

* Manage incoming calls, emails, and other messages to the Statewide central access point and forward family intake information in Help Me Grow-Wisconsin partnering agencies.
* Seek and develop collaborative relationships with community networks, while centering all work with an equity lens. Identifying gaps and barriers for reaching underserved populations and collecting data to improve utilization.
* Make connections with new communities that might want to start-up HMG services with technical assistance, marketing support and presentations to groups as needed.
* Support start-up systems to reach full implementation status, with technical assistance and solution-based support.
* 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.

* Model to navigator staff how to conduct warm handoffs and follow-up with families via phone, mail and/or email to ensure effectiveness of referral and provide additional support.
* Supervise family navigators as identified in grant requirements,
* 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.
* Serve on the HMG Advisory Council.

**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.
* Takes and grows from constructive feedback.
* Adheres to policies and procedures.

**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.