

JOB DESCRIPTION: ASK Resource Center, Inc.

TITLE: Communications Coordinator

REPORTS TO: Executive Director

FLSA: Full Time/Hourly/30 Hours

PAY RANGE: \$21 - \$26 / HOUR

Position Summary

Access for Special Kids Resource Center, Inc., known as ASK Resource Center, is an organization that offers information, training, and advocacy education/support for the benefit of children and adults with disabilities and their families throughout the state of Iowa. ASK assists them in effectively navigating the complex education, health care and community systems that impact their ability to lead successful and productive lives in the communities of their choice. ASK's services are provided by people with lived experience as a family member or as a person with a disability.

This position is responsible for developing and updating fact sheets, brochures, web-based materials, media messages, event messages, and public relations materials. This position provides recommendations regarding messaging content and materials requiring development and updates to leadership. This position schedules and attends meetings and events designed to inform and engage the public in the services available at ASK. This position may also provide advocacy support related to family and caregiver rights and responsibilities under various applicable laws including but not limited to; the Individuals with Disabilities Education Act (IDEA), Section 504 of the Rehabilitation Act, and health policy such as the Affordable Care Act and Medicaid.

Essential Duties and Responsibilities

- Work hours may include some weekends, evenings, in-state and out-of-state travel as needed.
- Be generally knowledgeable about, able to learn about and able to provide current information regarding:
 1. Individuals with Disabilities Education Act (IDEA) including procedural safeguards
 2. Section 504 of the Rehabilitation Act (ADA)
 3. Workforce Innovation and Opportunity Act (WIOA), Employment First, Iowa ABLE Accounts, Guardianship and Conservatorship
 4. The Affordable Care Act (ACA), Medicaid Managed Care and Medicaid Waivers
 5. Private insurance laws and policies related to disabilities
 6. State laws and regulations related to the above
 7. Different types of communication and language accessibility

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8. Conflict Resolution
 9. Family Engagement/Partnerships
 10. Team Building and Organizing/Facilitating Stakeholder groups
 11. Other services and supports as they arise
- Utilize lived experience as a family member impacted by disability to engage and motivate others.
 - Document with accuracy, completion and in a timely fashion all trainings, contacts, and other project specific data.
 - Coordinates and facilitates meetings and focus groups with staff members, trainers, participants and stakeholders regarding input on communication messages and strategies.
 - Develops and updates written and web-based content specific to communicating informational resources about ASK products and services.
 - Vets communication materials and oversees revisions internally and externally as needed.
 - In collaboration with staff teams, develops outreach event calendars and provides professional development and consult related to communication materials.
 - Utilizes data-driven decision making and regularly analyzes product and service evaluations.
 - Selects, coordinates, and recommends communication formats and professional development such as in-person print, media, workshops, conferences, and distance learning options appropriate for the product or service being communicated about.
 - Participates in data collection design to analyze the effectiveness of communication outcomes.

Other Duties & Responsibilities

- May perform other duties, including administrative duties, as assigned.

Minimum Qualifications (Education, Experience, Skills)

- Applicants who have a family member with a disability or are an individual with a disability, and who are to utilize lived experience to engage and influence others are preferred.
- A valid Iowa Driver's License, automobile insurance and access to reliable transportation
- Master's degree in related field such as marketing, communications, or journalism is preferred.
- Bachelor's degree in a related field plus a minimum of two years of related experience is required, **OR**
At least 6 years of full-time, related experience is required if applicant is non-Bachelor's degree prepared.
- Knowledge of and ability to learn about systems and regulations related to disability issues such as ADA, IDEA, WIOA, ACA, and Medicaid.
- Knowledge of or ability to learn Microsoft Office and internet/social media tools such as Content Management Systems, Constant Contact, Online learning systems such as Articulate, and Webinar/Virtual platforms such as Zoom and Microsoft Teams.

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- Excellent written and verbal interpersonal and communication skills (active listening and effectively conveying information in various formats) and the ability to work effectively with a wide range of individuals in diverse communities.
- Strong Problem-solving and conflict resolution skills
- Ability to handle multiple tasks at one time (i.e. “multi-task”)
- Positive time management skills

Abilities Required

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk and hear. The employee frequently is required to use hands or fingers to handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 30 pounds. The noise level in the work environment is usually moderate. The employee is required to travel to various locations throughout the state of Iowa, and to work evenings and weekends as needed. Reliable transportation and proof of a valid driver’s license and automobile insurance is required.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by the Executive Director at ASK Resource Center, Inc.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or

significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.