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**JOB DESCRIPTION: ASK Resource Center, Inc.**

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**TITLE:** Family Support Specialist – Heartland AEA Region

**REPORTS TO:** Family Support Supervisor

**FLSA:** Full Time/Hourly/ 40 Hours (Note: Position may be filled with two, part-time staff)

**PAY RANGE:** \$17.00 - \$22.00 / hour

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### **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 providing the families and caregivers of young people with disabilities, and the professionals who serve them, with information, training and resources. Advocacy services will also be performed and will relate 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 and evenings as needed with prior notice.
- Some travel within region and throughout Iowa is required. National travel may also be required on a minimal basis.
- Use of varied interviewing techniques to determine how to best address the needs presented by the family members and professionals served
- Be knowledgeable about, willing to learn about and provide current information regarding:
  1. Individuals with Disabilities Education Act (IDEA) including procedural safeguards
  2. Section 504 of the Rehabilitation Act
  3. Workforce Innovation and Opportunities Act (WIOA)
  4. Affordable Health Care Act (ACA)
  5. Specific disabilities
  6. Communication and options in modes of communication
  7. Conflict Resolution
  8. Bullying

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9. Services and resources available for persons with disabilities (i.e. federal, state, and county services such as Mental Health Services, SSI, Medicaid, and HCBS waivers)
10. Other services and supports as they arise

- Present/Facilitate skills-and-activities-based trainings, support groups, and resource fairs about the topics listed above
- Assist families and professionals in resolving conflicts at the lowest levels possible as quickly as possible
- Document, with accuracy, completion and in a timely fashion, all one-on-one and group assistance (i.e. case work and support group work)
- Performs administrative functions necessary to deliver project outcomes.
- Communicate with professionals, families and individuals regarding diagnoses, follow-up care, and goal setting/planning to assist persons with disabilities and their family members/caregivers in attaining milestones.

### **Other Duties & Responsibilities**

- May perform other duties as assigned.

### **Minimum Qualifications (Education, Experience, Skills)**

- Strong written and oral skills.
- Applicants must have lived experience with disability. Preference will be given to family members and caregivers of a persons with a disability and to people with a disability.
- A valid Iowa Driver's License, automobile insurance and access to reliable transportation.
- A Bachelor's degree in a related field plus at least one year of full time, related experience is preferred, **OR**
- At least 5 years of full time, related experience including experience advocating and information sharing.
- Knowledge of or ability to learn systems and regulations related to disability issues such as ADA, IDEA, ACA, and Medicaid/Waivers.
- Knowledge of or ability to learn Microsoft Office and internet/social media tools such as Constant Contact and Webinar services.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of individuals in diverse communities across the state of Iowa.
- Strong written and verbal interpersonal and communication skills (active listening and effectively conveying information)
- 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**

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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 is required to travel to various locations throughout the state of Iowa, and to work evenings and weekends as needed to coordinate and conduct training throughout Iowa. Reliable transportation and proof of a valid driver's license and automobile insurance is required.

The employee must occasionally lift and/or move up to 30 pounds.

The noise level in the work environment is usually moderate.

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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.

ASK does not discriminate and encourages applications for employment from persons who are members of groups that have traditionally been underrepresented based on race, color, national origin, religion, gender identity, age, or disability. Job functions and requirements are subject to possible modifications to reasonably accommodate individuals with disabilities

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.