

JOB DESCRIPTION: ASK Resource Center, Inc.

TITLE: Family Support Supervisor – Heartland AEA Region*

****Applicants must live within the boundaries of Heartland AEA, and be willing to work statewide to be eligible for this position.***

REPORTS TO: Executive Director

FLSA: Full Time, Hourly - 40 Hours / Week

PAY RANGE: \$26 - \$31 Per 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 primarily responsible for providing supervision to the family support staff team including, but not limited to: participating in hiring, carrying out onboarding, performing evaluations, seeking professional development opportunities, and taking part in Human Resources functions. The position also provides both independent and staff team product and service development, professional relationship building, and collaboration with project stakeholders, collaborators and partners. This position serves as part of the leadership team at ASK and assists/advises colleagues in regard to their responsibilities. This position is responsible to serve as family support to keep skills sharp and assist the team in times of high call volume. Additionally, this position directly provides family support during high-conflict situations such as during facilitated IFSP/IEP meetings, mediations, and when a state complaint has been filed.

Essential Duties and Responsibilities

- Work hours may include some weekends and evenings as needed with prior notice.
- Coordinate and participate in hiring teams for the organization and, particularly, the Family Support staff team.
- Oversee the orientation and onboarding of the Family Support Team members.
- Use of wide-ranging supervisory skill sets and strategies to best accomplish recruiting, hiring, onboarding, training and the ongoing supervision of a team of up to 9 FTEs of Family Support Specialist staff.

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- Travel to Family Support Specialists for on-site supervision/support.
- Ability to provide online and hybrid supervisions/support.
- Assist the Executive Director and team leadership in coordinating and providing organizational-level professional development for the staff team.
- Perform intermittent and annual performance reviews of the Family Support staff team.
- Use of varied interviewing techniques to determine how to best address the needs presented by the staff members, family members and professionals served.
- Serve as the organization's content expert and family voice representative on councils, boards and advisory groups as directed.
- Serve on the organizational leadership team with colleagues and the Executive Director.
- 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. Affordable Health Care Act (ACA)
 4. Specific disabilities
 5. Communication and options in modes of communication
 6. Conflict Resolution
 7. Bullying
 8. Services and resources available for persons with disabilities (i.e. federal, state, and county services such as SSI, Medicaid, and HCBS waivers)
 9. Other services and supports as they arise.
- Present and assist in coordinating skills-and-activities-based trainings about the topics listed above, among others as assigned.
- Assist in resolving conflicts at the lowest levels possible as quickly as possible.
- Document, with accuracy, completion and in a timely fashion, all individual and group assistance (staff notes, case work, and trainings)
- Serve on staff and statewide teams with collaborative partners to represent the family voice and to address development and delivery of relative project products and services.
- Assist and advise in the development of grants, budgets, work plans and reports
- Adhere to project evaluation strategies and participate in data analysis.
- Participate in conducting product and service development both with colleagues and/or subcontractors.
- Perform 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 in attaining milestones.

Other Duties & Responsibilities

- May perform other duties as assigned.

Minimum Qualifications (Education, Experience, Skills)

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- Strong written and oral skills.
- Applicants must have lived experience as family members or caregivers of persons with a disability and/or be people with a disability.
- A valid Iowa Driver's License, automobile insurance and access to reliable transportation.
- Bachelor's degree in a related field plus at least three years of full time, related experience is preferred, **OR**
- At least 8 years of full time, related experience including experience advocating and information sharing.
- Experience in the field of education, special education, social work, and/or healthcare is preferred.
- Knowledge of or ability to learn systems and regulations related to disability issues such as ADA, IDEA, ACA, and Medicaid.
- 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

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 have a disability and/or are members of groups that have traditionally been underserved. 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.