

May 20, 2016

BUSINESS ADMINISTRATIVE ASSOCIATE

WORKING TITLE: FAMILY LIAISON

JOB POSTING #16-072 (EXAM REQUEST TITLE: FAMILY LIAISON)

FULL TIME

OFFICE LOCATION: SPRINGFIELD

click link to apply: <http://dscc.uic.edu/who-we-are/employment-opportunities-3/career-search/>

MINIMUM ACCEPTABLE QUALIFICATIONS:

CREDENTIALS TO BE VERIFIED

1. Bachelor's degree in business administration, health management, human services or a field related to the position
2. Two years of professional level accounting, managerial and/or business experience, one year of which was at an administrative level
3. 1 year of experience advising or training families with special health care needs and the systems they use.

FUNCTION

As a member of the Program Support Unit, assists and advises DSCC Administration with the development and promotion of family related activities to assure a family-centered, culturally-sensitive and community based approach. Train, assist and advise DSCC staff on family related activities including, but not limited to, family perspectives, family centered care, care coordination, transition planning, medical home, and educational/community resources. Assists and advises DSCC families on an as needed basis on issues related to children with special health care needs.

ORGANIZATIONAL RELATIONSHIP

The Family Liaison Specialist reports to the Associate Director for Title V.

DUTIES AND RESPONSIBILITIES

1. Coordinates and advises on all functions of the DSCC Family Advisory Council (FAC) in providing the family perspectives in the planning, implementation and evaluation of DSCC activities. The FAC is an advisory committee for DSCC administration.
2. Assists in the development of DSCC policy relating to families. Ensures that the family perspective is considered in the development of DSCC policy. Identifies needs for development of new policy or revision of existing policy and procedures.

- a. Reviews and advises DSCC staff on policies and procedures for impact on and perspective of families.
 - b. Develops, implements, analyses and interprets family surveys and other related materials in providing feedback and direction to DSCC administration.
 - c. Assists in the development and implementation of family related presentations at DSCC staff meetings.
3. Provides consultation to DSCC regional and central office staff on family issues relative to resource availability, care coordination, and family centered care.
 - a. Accesses family support literature, professional and community resources, and families of children with special health care needs to develop and maintain appropriate information and expertise.
 - b. Assists DSCC staff in understanding implications of family related issues, and disseminates information about family related issues.
 - c. Travels to regional offices, as needed, to implement training and educational programs as well as to connect to DSCC families.
4. Develops and assists in implementation of staff development activities relating to families.
 - a. Develops content and assists with initial orientation of newly hired care coordination staff.
 - b. Develops programmatic content and assists with implementation of an on-going program of continuing education for staff (emphasis on family information).
 - c. Designs, and implements family related training activities at the regional and statewide level for DSCC staff including, but not limited to, special education rights, transition issues, and how to work with families.
5. Assists and advises DSCC families, on an as needed basis, on issues related to children with special health needs.
 - a. Designs and maintains the development of family related materials to enhance communication with DSCC families. These materials include, but are not limited to, newsletters, handbooks, presentations and the DSCC web site and social media.
 - b. Develops, and facilitates parent linkages, (Parent Network), to assist DSCC regional staff in identifying families to provide support to other families who have children with similar health care impairments.
 - c. Design, implements and coordinates training activities for DSCC families on an as needed basis. These activities would assist families on the care and coordination of services for their children served by DSCC and the development of personal leadership skills.
 - d. Assists and advises DSCC families identified by consultants with health care, educational or other family related issues.
 - e. Assists families in presenting their family stories in a public environment
6. Communicates with other agencies, professional groups and organizations to clarify family issues and facilitate a family centered approach by DSCC staff.
7. Designs, implements, and presents family related topics, e.g., Parent/Professional Collaboration, Family Centered Care, at state, regional and national conferences.
8. Performs all additional related Program Support and family related activities as required and assigned.

FACTOR ANALYSIS

1. KNOWLEDGE REQUIRED BY THE JOB

To perform the duties of the Family Liaison Specialist, it is necessary to have a thorough knowledge of the DSCC program and an understanding of the perspective of families of children with special health care needs.

The Family Liaison Specialist should be knowledgeable regarding:

- A broad range of parent concerns regarding children with special health care needs and family-centered care.
- Knowledge of various systems, e.g., the educational and medical system, as they related to families of children with special health care needs.
- Knowledge of community resources as they relate to families of children with special health care needs.
- Active listening and problem-solving techniques.
- Public speaking skills.
- Program and project management skills.
- Good verbal and written skills.
- Working knowledge of DSCC Programs and Policies.

2. RESPONSIBILITY

Supervisory Controls

The Family Liaison Specialist functions independently as a professional staff person. The Family Liaison Specialist sets daily priorities and deadlines through routine monitoring that includes contact with families and guidelines.

Guidelines

1. Administrative Rules
2. Operations Manual
3. University of Illinois Policy and Rules

3. DIFFICULTY

A. Complexity

There is a range of complexity depending upon the unique needs and/or time frame of each assigned activity. Exercising judgment and initiative are important to proper job performance.

B. Scope and Effect

Serving as a resource to staff affects their ability to effectively accomplish the mission of the agency. Many activities impact families from policy developed to networking.

C. Effect on Others

Strict compliance with DSCC confidentiality policy must be maintained with all child specific information.

4. PERSONAL RELATIONSHIPS

The Family Liaison Specialist interacts on a daily basis via telephone, letter and meetings with families and professional. The Family Liaison Specialist will have direct interaction with DSCC staff as well as members of local communities via

e-mail, phone, or in person.

5. ENVIRONMENTAL DEMANDS

Physical Requirements

Work is usually sedentary.

Work Environment

Involves some travel within the state and possibly to national conferences, but otherwise occurs in an office setting.