



Job title	<i>Parent Mentor- Bilingual</i>
Reports to	<i>Director of Birth to Three Services</i>
Fair Labor Standards Status	<i>Non-exempt</i>

Job purpose

The Parent Mentor supports families in gaining information and strengthening the parenting skills necessary to raise their child with special needs. Parent Mentors may provide services to families participating in the Birth to Three Program, Outpatient Clinic, Child Care, and the Behavior Clinic. Parent Mentors report to the Manager of Family and Community Engagement.

Working relationships

Community professionals
Families
Volunteers
Agency Staff
General Public

Prime functions

The Parent Mentor provides support to families to insure their child's successful participation in Penfield Children's Center programming and ultimately within the community:

- Form a good working relationship with client families by careful listening, and by providing warm, supportive, open communication.
- Assist the family in assessing their own needs and identifying stressors in their lives.
- Assist families in articulating their family dynamics and identifying established family support systems.
- Formulate goals and agreements with client families around their priorities.
- Teach parents about child development.
- Make referrals to other departments (Behavior Clinic, Outpatient Therapy) when the need arises.
- Assist parents in understanding how to care for their child with special needs, such as medical conditions, daily care needs, parenting skills.
- Teach parents activities they can do at home to address specific goals on the Individual Family Service Plan (IFSP), Treatment or Behavior Plan.
- Make available information about community resources.
- Teach parents how to utilize the community resources. (From time to time this will involve accompanying clients to important appointments, ie: medical, legal, etc. The goal is always to train for independence.)

Establish and maintain regular communication with the family's team members, acting as a liaison between team members and the family:

- Inform service coordinator and other team members of visit schedule and changes in family information in a timely manner.
- Assist service coordinator with needed paperwork and required signatures, assist families with questions about therapies, give information about Penfield parent events, program options, etc.
- Consult with therapists, clinicians, and other team members as required to understand the recommended home activities, IFSP, Therapy, and Behavior Plan goals.
- Attend IFSP meetings when possible, and accompany other team members on home visits when appropriate.
- Advocate for families with team members and advocate for Penfield with families

Assist Family Programs Department in planning and carrying out of Penfield parent programs:

- Brainstorm parent program ideas
- Help create flyers for parent programs
- Outreach, including parent contact, distributing flyers, mailing invites, etc.
- Assist at parent events with duties as needed
- Plan and participate in Parent Advisory Group
- Help facilitate transition meetings

Follow agency policies and procedures and department requirements:

- Collect parent mentor data in a timely manner
- Follow personnel policies
- Maintain prompt hours/notify supervisor of illness/absence.
- Identify and participate in continuing education for ongoing learning.
- Complete all documentation and record keeping requirements.
- Attend all staff and department meetings.

Provide families with translation services and cultural support necessary for Latino families to successfully participate in programming:

- Develop relationship with families during intake and evaluation process, building rapport and trust utilizing the family's primary language – Spanish.
- Provide translation throughout the treatment process, working closely with teachers, therapists and mental health professionals during treatment sessions.
- Assist families in articulating their concerns to teachers, clinicians, therapists and service coordinators.
- Provide cultural sensitivity insight to the English speaking staff when exploring service delivery options.
- Assist staff to gain a better understanding of the cultural differences of Latino families.

Assist the agency as needed:

- Translation of agency documents
- Completion of required paperwork
- Responding to inquires from families and staff
- Evening and weekend work, as necessary, associated with special events and projects
- Perform all other duties as assigned.
- Encouraged to volunteer 4 hours of time per year to a Penfield activity

Qualifications

- High School Diploma or GED
- One year of supervised experience in a human service agency working with families with special needs
- Has raised a child with exceptional needs
- Ability to manage multiple projects and meet deadlines.

- Computer literacy required: efficiency in Microsoft office. Ability to learn new programs.
- Strong public speaking and communication skills.
- Self-starter and willing to take initiative; able to work independently with accountability.
- Detail-oriented, efficient and ability to multi-task.
- Works effectively with a diverse population
- Knowledge of available community resources.
- Bilingual/bicultural required for Bilingual position
- Ability to lift or move objects of 50 lbs. or less on a daily basis.
- Must have sufficient mobility to move- including bend, stoop, reach, lift and grasp.
- Meeting vaccine standards as outlined in Bloodborne Pathogens Exposure control plan
- Valid Wisconsin driver's license and access to an insured vehicle during working hours

Performance criteria

- Community Engagement, Execute communication and outreach plan for awareness and position Penfield as a leader in the field.
- Organizational development , foster a culture of high performance, accountability and teamwork
- Financial Stability, maximizing organizational efficiencies through productivity and program improvements.
- Quality Improvements through Data Analytics, Implement electronic client records system