



## All Alaska Pediatric Partnership Help Me Grow Alaska – CAP Team Lead

**Principal Responsibilities:** The Help Me Grow-Alaska (HMG-AK) – Centralized Access Point (CAP) Team Lead has the principal responsibility of overseeing HMG-AK’s Central Access Point (CAP) team of Family Support Specialists to effectively meet the needs of families and providers who contact HMG-AK. The HMG-AK - CAP Team Lead supports the day-to-day CAP operations and serves as the principal resource for escalated concerns.

### POSITION DETAILS

**Reports to:** Help Me Grow Alaska Program Manager

**Supervises:** Help Me Grow Alaska Family Support Specialists (I & II)

**Location:** Anchorage (Hybrid)

**FLSA Classification:** Exempt; salary, Full-Time

**Compensation:** \$72,000 - \$81,000 annually

**Benefits:** Competitive benefits program includes: Medical, Dental, Vision, HSA, Life & AD&D Insurance, generous PTO plan and 11 paid holidays, 403(b) retirement plan and employee assistance program.

**Closing Date:** Open until filled. First review of applications on March 23, 2026. **Only applications with both a resume and cover letter will be reviewed.**

### RESPONSIBILITIES

#### HMG-AK – CAP Team Lead Responsibilities:

1. Supporting the CAP Team staff in their work and ensuring they have the tools, training and assistance needed to carry out their duties, including support for all stages of staff hiring, retention and off-boarding.
2. Implementing established functional systems for CAP Team operations, engaging the team in utilization of adopted policies and procedures and helping update and adapt procedures as needed.
3. Scheduling of the CAP team, including rotations, and monitoring the assignment of caseloads to ensure a balanced work effort amongst the team.
4. Conducting regular individual check-ins with members of the CAP Team and collaborating with the HMG-AK Program Manager to conduct annual performance evaluations, facilitating and promoting effective team dynamics where the dedicated members of the team serve as supportive resources for one another.
5. Effectively provide reflective supervision to the HMG-AK’s team of Family Support Specialists, coaching and mentoring the team to engage in professional development and ongoing progression of skills.
6. Serving as the principal resource to the CAP Team in the call escalation process – remaining available to support team members in complex or challenging cases and identifying when further escalation is appropriate.
7. Conducting individual case reviews and facilitate the overall case review process within the CAP team.
8. Collaborating across A2P2’s programs to ensure efficient and accurate flow of data from the CAP team to support programmatic operations and activities.
9. Maintaining a strong understanding of Alaska’s systems of care and how they impact the ability of FSSs to connect families successfully, both to answer questions from the CAP Team and to provide insight that supports A2P2 efforts.



10. Collaborating with the Communications and Partnerships programs to identify and prioritize agency outreach opportunities, support outreach coordination logistics and coordinate CAP Team involvement in outreach events.
11. Coordinating peer-to-peer learning to support A2P2 staff's understanding of up-to-date HMG-AK program information to support consistency in outreach and external messaging.
12. Collaborating with the HMG-AK Program Manager to identify and provide resources as needed to support the emotional health of the CAP Team working in an environment of high emotional stress.
13. As needed, serving as a CAP team member to balance the case load by:
  - a. Receiving full Family Support Specialist training and be able to provide fill-in support during times of high caseload or low staffing.
  - b. Supporting the intake process and assigning out cases.
  - c. Supporting case work by updating the resource database or completing research for background information.

## ORGANIZATIONAL STANDARDS

1. We are guided by our mission: Transform systems of care and increase equitable access to health care and related services to ensure all Alaska's children reach their full potential.
2. Our mission can be fulfilled only through successful partnership with communities and service providers statewide. We are individually responsible for supporting these collaborative and cooperative relationships.
3. We value systems and procedures and understand the importance of utilizing current procedures consistently so they may be accurately evaluated and continually improved.
4. We are continually improving, seeking innovative ways to achieve our purpose while understanding that the best evolution of systems and processes is iterative and based on data and experience.
5. We are data driven; capturing information, tracking activities, reporting and analyzing data are regular recurring activities.
6. We are Alaska focused – fulfilling our purpose is a statewide effort with a sense of community “close to home.”
7. All client materials and information will be held as *strictly confidential* and will be appropriately secured.
8. Employees are encouraged to recommend ideas for the vision of the organization, innovations and improvements within their department and position that are consistent with our core purpose.

## EDUCATION AND EXPERIENCE:

- Bachelor's degree in Education, Psychology, Social Work, Nursing, Public Health, Health Care Administration, Communications or related field highly preferred.
- Experience successfully supervising employees.
- Successful experience working with families or clients.
- Proficient in the Microsoft Office Suite with the demonstrated ability to learn new software applications.

## PREFERRED BUT NOT REQUIRED:

- Experience involving child development, children with special needs or pediatric systems of care.
- Experience in health communications or health education.
- Experience in database programs or information management (including the Salesforce CRM platform).



- Demonstrated experience successfully supporting program operations in a rapidly changing environment.

## SKILLS, KNOWLEDGE AND ABILITIES

- Strong motivation and initiation skills and ability to work independently.
- Excellent communication and interpersonal skills, both written and verbal.
- Comfortable spending extended periods of time communicating about sensitive information over the phone.
- Ability to work with diverse groups of individuals across sectors to effectively provide information, identify problems and develop feasible solutions.
- Strong organizational skills.
- Ability to use computer programs and data systems to accomplish tasks, manage schedules, and organize multiple and complex program components.

## NOTES

Travel: Occasional travel in and out of state may be required. Some travel to rural locations may occur in small aircraft.

Nature of Employment: Any description of work is a picture of the major responsibilities of a position at a given point in time. Jobs are dynamic and assignments/priorities may change. The primary purpose of this description is to outline and communicate key tasks and expectations for the position. This description does not imply or create a contractual relationship. All Alaska Pediatric Partnership is an at-will employer.

Equal Opportunity: The All Alaska Pediatric Partnership is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, age, disability, sex, marital status, changes in marital status, pregnancy or parenthood.

## HOW TO APPLY

**Qualified applicants may send both a cover letter and resume to [employment@a2p2.org](mailto:employment@a2p2.org).** The position is open until filled; first review of applications will take place on March 23, 2026. Applications submitted without a cover letter will not be considered.