

FAMILY SUPPORT SPECIALIST

Help Me Grow Alaska (HMG-AK), a program of All Alaska Pediatric Partnership (A2P2), is hiring Family Support Specialists. Be part of an exciting team that is building a system where every Alaskan kid has what they need to grow and succeed.

Principal Responsibilities: The Family Support Specialist (FSS) position has the principal responsibility of providing compassionate, family-centered assistance to families telephonically through the Help Me Grow Alaska Centralized Access Point (CAP). The position has the additional responsibility of developing and maintaining strong working relationships with community resource partners, accurate data documentation, and engagement in family and community outreach efforts.

POSITION DETAILS

Reports to: HMG-AK Program Lead

Location: Statewide/Hybrid

FLSA Classification: Non-exempt; Hourly, Full-Time

Compensation: \$25.00 to \$27.00/hour

Benefits: Competitive benefits program includes medical, dental, vision, HSA, Life and AD&D insurance, generous PTO plan and 11 paid holidays, 403(b) retirement plan and employee assistance program.

Closing Date: Open until filled. Applications will be reviewed weekly. **Only applications with both a resume and cover letter will be reviewed.** *The expected start date for this role is January 12, 2027.*

RESPONSIBILITIES

Family Support Specialist Accountability:

1. Answer inquiries, in rotation with other Family Support Specialists, online and over the phone, walking new and prospective clients through the Help Me Grow Alaska intake process, guided by the family's needs.
2. Maintain a collaborative relationship with organization staff to promote the mission of A2P2 and engage in activities designed to support staff in their work engaging with families, including reflective practice.
3. Support families in completion of developmental screenings, accurately interpreting the results, and working with assigned families on the recommended follow-up based on the outcome of the screening.
4. Identify additional family or child needs and setting priorities for family support; researching options for support and following up with families.
5. Navigate available resources, identifying best fit services for client families and referring to resources successfully.
6. Build strong cooperative relationships with front line representatives and providers at referral resource organizations, effectively educating and communicating the value of HMG-AK to delegated agency contacts.
7. Demonstrate commitment to successful outcomes by escalating cases to the weekly CAP Team meetings, inviting insights from other team members and sharing information and experience to support organization-wide efforts.

8. Collaborate with peers and the HMG-AK Program Lead on client and family needs and referrals, sharing experience and information successfully with the team to support the highest quality service delivery.
9. Assist providers in identifying appropriate resources to support their patients and clients.
10. Participate in Help Me Grow Alaska outreach, partnership, and training activities.
11. Accurately documenting client interactions and referral information for HMG-AK and A2P2 data tracking and reporting.
12. Research and document community resource information, contributing to A2P2 and HMG-AK data tracking systems to maintain a comprehensive and up-to-date shared resource database.
13. Maintain the highest level of client confidentiality, protecting client-specific information at all times through all job functions.
14. Employees will provide staff assistance as requested, with a spirit of helpfulness - each employee may be asked from time to time to cover in other areas of accountability and/or departments as a matter of exception, not routine.

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 preferred.
- Experience providing services to families or clients.
- Proficient in the Microsoft Office Suite with the ability to learn new software applications.

PREFERRED BUT NOT REQUIRED:

We recognize an ideal candidate may not possess all the experience and knowledge listed in this description. The following are areas in which experience is 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.
- Experience with the Salesforce CRM platform.

SKILLS, KNOWLEDGE AND ABILITIES

- Strong motivation and initiation skills and ability to work both independently and as a member of a team.
- 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 and ability to be detail-oriented and maintain clear documentation of work activities.
- 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 occur. 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 their cover letter and resume to employment@a2p2.org. The positions are open until filled. Applications will be reviewed weekly. ***The expected start date for this role is January 12, 2027.***

Applications submitted without a cover letter will not be considered.