



OFFICE OF HUMAN RESOURCES

Job Information	
Job Title: Associate I, Family Support	Last Revised/Approved: November 2023
Job Code:	Reports To: Director, Business & Community Partnerships
Office: Communications & School Performance	Department: Business & Community Partnerships

Compensation Information	
Pay Grade: 03A	Pay Range: \$55,993 – 80,376
FLSA Status: Non-Exempt	Term of Employment: FT

Position Summary/Purpose:

Assists ethnic minority families and caregivers in Milwaukee to provide information, referrals and access to educational and other services. Serves as the primary contact for families who have an Individual with Disabilities Act (IDEA) concern. Supports and bridges the Individual Education Plan (IEP) team with these families’ and students’ needs through Milwaukee Public Schools (MPS) Special Education Liaison for Families (SELFs) and Parent Coordinators (PCs). Provides resolutions and prevents state level IDEA complaints.

Core Competencies:

- Decision Quality and Problem-Solving
- Communication and Customer Service
- Professionalism
- Equity, Access and Inclusion

Essential Functions:

An essential function is a duty or responsibility that is fundamental to the job — a critical, or basic component of that job. An essential function cannot or should not be assigned elsewhere.

Note: An Essential Function must meet the following criteria:

- ✓ *Does the job exist to do this function?*
- ✓ *Would taking this function from the job fundamentally change the job?*
- ✓ *Would there be significant consequences if this function were not performed?*
- ✓ *Can other employees do this function if necessary?*
- ✓ *How much time per week is spent doing this function?*
- ✓ *Do people in similar positions elsewhere do this function?*

- Promotes the philosophy of family-centered care.

- Builds a trusting, collaborative partnership with each family and their extended family members as needed.
- Recognizes, promotes and advocates for each families' readiness, willingness and ability to participate in accessing services.
- Makes home visits and contacts the family as frequently as necessary.
- Supports families as they take steps to access services including attending meetings, participating on phone calls and making contacts with the necessary services.
- Develops a system of record keeping with each family regarding contacts and resources.
- Maintains records of assistance being provided to families with details of the contacts.
- Maintains confidentiality of family records and personal information.
- Assists families in identifying training opportunities to increase knowledge and skills to support the family members or themselves.
- Conducts and facilitates presentations and training to build families' skills and knowledge to support the family members.
- Actively participates in committees, community resource planning and related work to establish better relationships with service delivery systems.
- Collaborates with other stakeholders to help identify barriers for family caregivers.
- Develops systems to connect families with similar experiences.
- Creates strategies, events and activities to support and engage families and youth with IEPs in learning opportunities.
- Attends monthly Wisconsin Statewide Parent – Educator Initiative (WSPEI) grant staff meetings, collaborative meetings and quarterly professional learning opportunities.
- Meets quarterly with WSPEI statewide grant coordinators.
- Attends quarterly collaboration meetings between the family navigator, relevant community stakeholders, WSPEI, DPI, MPS Specialized Services and the Department of Strategic Partnerships and Customer Service.
- Actively supports the MPS Strategic Plan.
- Performs other duties as assigned.

Job Requirements:

Education Requirements:

- Position requires a bachelor's degree in Social Work, Human Services, Education, Communications or a related field.
- A bilingual individual is preferred

Experience Requirements:

- Three or more years of experience providing services and/or resources for individuals with disabilities.

Knowledge, Skills and Abilities:

- Effective oral and written communication skills are essential with the ability to communicate with employees at all levels of the organization.
- The ability to develop effective working relationships with diverse individuals at all levels is required.
- A familiarity of services and resources available within the Milwaukee community

- Knowledge of Wisconsin service systems, benefits and supports available to families of children and adults with disabilities.
- Proven ability to provide coordination and collaboration with families within the system.
- Demonstrates respect for the diverse values and cultures of the families.
- Displays confidence with public speaking, networking and engaging with families and individuals.
- Proficiency with MS Office software and other necessary platforms.

Working Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- General office environment
- Will need to travel throughout the city of Milwaukee to access resources

Physical Demands:

- General office environment, must be able to handle light lifting and occasional standing, bending.
- May work extended hours

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodation.

Equal Opportunity:

It is the policy of the District that persons seeking employment with the District shall not be discriminated against in employment by reason of their age, race, creed, color, religion, handicap or disability, pregnancy, marital or parental status, sex, citizenship, national origin, ancestry, sexual orientation, arrest record, conviction record, military service, membership in the National Guard, state defense or reserves, political affiliation, use or nonuse of lawful products off the employer's premises during nonworking hours, declining to attend a meeting or to participate in any communication about religious matters or political matters, the authorized use of family or medical leave or worker's compensation benefits, genetic information, physical, mental, emotional or learning disability, or any other factor protected by local, state or federal law in all employment practices including terms, conditions and privileges of employment.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

Reasonable accommodations shall be made for qualified individuals with a disability, unless such accommodations would impose an undue hardship on the District. Requests for accommodations under the Americans with Disabilities Act or under the Wisconsin Fair Employment Act must be submitted to the Employee Rights Administration Department in the Office of Human Resources.