Job Title:	**Family Support Specialist**
Position Type:	Hourly Part-Time 15-hours per week
Reports to:	Executive Director

Position Description

The North Carolina Down Syndrome Alliance is a nonprofit support, resource and advocacy organization serving individuals, families, and professionals. Our mission is to empower, connect, and support the lifespan of individuals with Down syndrome, their families, and the community through outreach, advocacy, and education in North Carolina. To learn more about North Carolina Down Syndrome Alliance, please visit our website at www.ncdsalliance.org.

The NCDSA is seeking a dynamic, passionate, and organized individual. Reporting to the Executive Director, the Family Support Specialist will oversee the development, planning, and implementation of the New and Expectant Families Program as part of the NC First Call. The Family Support Specialist will support program and fundraising efforts to carry out the strategic goals of NCDSA. The person will get to use a variety of his/her skills supporting the staff and the mission of the North Carolina Down Syndrome Alliance.

Position Duties

First Call Program 50%

- Oversee the development, planning, and implementation of all programs under the First Call Program.
- Respond to New Family and Expectant Parent request with 24-hours.
- Welcome new parents by visits, phone, mail, email and during events
- Support new and expectant parents by providing resources and information.
- Coordinate & facilitate the First Call Committee
- Oversee and implement the parent mentor training program and connect new and expecting families with parent mentors
- Provide support to the Outreach director for the First Call Medical Outreach program.
- Provide support and oversight to the NCDSA community groups.

General Family Support 30%

- Maintain contact with families, parents, communities and individuals with Down syndrome to support their needs and link with resources as necessary.
- Assist with phone calls, emails and in-person visits.
- Aids the Executive Director with collecting and tabulating data, preparing reports, maintaining program files, and developing forms and surveys.
- Serve as the first point of contact for new or expecting families as well as families moving to the area.
- Help field calls from families with general questions about DS or resources.
- Work as part of a team to coordinate educational classes, social events, support groups, satellite groups and play groups.

Fundraising & NCDSA Sponsored Events 15%:

- Assist in NCDSA fundraising activities to support existing program operations and future program opportunities.
- Apply for grants and secure sponsors for First Call programming.
- Assist Development team with Annual Report

Public Relations 5%:

- Effectively utilize all aspects of communications & marketing tools (web presence, newsletter, letters, and other mailings) with the goal of creating a stronger brand.

Qualifications

- Experience with individuals with disabilities is required. Preferred, experience working with individuals with Down syndrome. Priority will be given to applicants with a direct connection to Down syndrome.
- Ability to work within a budget, have strong time-management, communication, and organizational skills.
- The ability to engage a wide range of stakeholders and cultures with an empathetic and welcoming approach.
- Ability to work effectively in collaboration with diverse groups of people as well as independently.
- Passion, idealism, integrity, cheerful outlook, mission-driven, and self-direction required.
- Able to prioritize and manage your schedule and able to work with minimal supervision.
- Competent in the use of Microsoft Office Suite, Google, and social media.
- Bilingual preferred but not required.

Additional Requirements

- Must pass a criminal background check and submit to pre-employment & random drug tests
- Have a valid North Carolina driver's license.
- Must be available for some nights and weekends.
- Must be able to lift 25lbs and stand for long periods of time.

Summary

The requirements listed above are not all inclusive and subject to change. This position will remain flexible to meet the needs of the NCDSA Board, Executive Director, Families, and the Community it serves and supports.

The expected hourly range is $17-$24/hour.

Contact Information: This position is to be filled for NCDSA by Christina Reaves, Executive Director. Please email resume to info@ncdsalliance.org.