

## **Job Description: Family Support & Advocacy Associate**

Classification: Hourly  
Position Type: Part-Time, 5 hrs/wk  
Reports to: Family & Community Liaison

Revision date: April 17, 2020

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### Overall Purpose:

The Family Support and Advocacy Associate is a critical component of Hear Indiana's clinic and mission. This position will be working directly with families, and it's a job that requires people skills and knowledge of special education law. This position supports families of children with hearing loss from the point of diagnosis through graduation from high school.

### Essential Functions:

- Orients and educates parents and provides educational information in conjunction with direct care providers related to treatment, intervention, and education.
- Takes in person and over the phone appointments to discuss child's rights in the school district, evaluation results, general hearing related concerns and continued support through the child's hearing loss journey.
- Works closely with Hear Indiana's audiologists, speech therapists, support staff and works directly with our Family & Community Liaison on special projects.

### Additional Tasks and Responsibilities:

- Helps families navigate government resources and nonprofit services available throughout the state.
- Attends conference (IFSP or IEP) meetings on behalf of the family. Develops an interdisciplinary care plan by participating in meetings; coordinating information and care requirements with other care providers; resolving issues that could affect smooth care progression; fostering peer support; providing education to others regarding the case management process.
- Respects consumers by recognizing their rights while maintaining their confidentiality
- Maintains professional and technical knowledge by establishing personal networks, attending community events, and benchmarking state-of-the-art practices.
- Fosters independence by teaching the family/child to self-advocate.
- Attends events to raise awareness of Hear Indiana in the community.
- Assists with monthly Hear INcourage Night planning and set up.
- Responsible for working with front office staff to send surveys to patients served through our family consult appointments.
- Participates as needed in special program projects, including but not limited to the Hear Indiana 5k/10k, Camp, Conference and HAAPL.

## Knowledge, Skills and Abilities Needed:

- Follow directions as communicated in a variety of ways.
- Handle multiple responsibilities simultaneously.
- Develop effective relationships with patients, staff, students and other external parties.
- Electronic Health Records (EHR) experience desired.
- Well-developed interpersonal skills.
- Excellent oral and written communication skills.
- Professional appearance and manner.
- Preference to a parent of a deaf and hard of hearing child or professional in the field of deaf and hard of hearing.

## Environment:

- General office environment
- Working from home optional
- Some travel required

## Other:

- Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.
- Hear Indiana is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.

Please send cover letter, resume, and responses to screening questions below to [jobs@hearindiana.org](mailto:jobs@hearindiana.org). Thank you!



## **Family Support & Advocacy Associate Screening Questions**

1. You are applying to work for a smaller nonprofit, where all employees wear multiple hats. While utilizing technology is not the most important part of this job, we are interested in knowing how much on the job training you'll need to use these software programs successfully. Please rank your proficiency with the following software from 1 is I have never used, 5 is proficient and 10 is expert.

- Word
- Excel
- Electronic Medical Records (EHR/EMR)

2. What experience or qualities do you feel make you a uniquely qualified match for this position?

3. Do you have experience working with children and families with or without hearing loss? If so, please tell me about that experience.

4. Do you have a personal connection to hearing loss? If yes, please elaborate about how you feel about our mission.

5. Why are you looking for a new position at this time?

6. Tell me about a time when you had to work with a challenging person. What happened and how did you handle it?

7. Tell me about how you stay organized. What does your personal project management look like?

8. Tell me about a time you had you disagreed with a supervisor or coworker and how you handled it.