

## **Bilingual Family Support Specialist (Full-Time)**

Title: **Bilingual Family Support Specialist**  
Supervised by: VCPA Sr. Program Manager  
Status: Exempt, Salaried, Full-time  
Date: May 2023

### **ORGANIZATION HISTORY**

Founded in 2013, VOCEL is a non-profit organization whose mission is to ensure every child has the foundation to learn, grow and lead. Through innovative parent support and early learning services rooted in language and social-emotional development, VOCEL jumpstarts young children's brain growth. For more information, please visit [www.vocel.org](http://www.vocel.org).

### **THE OPPORTUNITY**

Having piloted an innovative two-generation early learning program that provides quality early learning and equips parents as children's first and best teachers, VOCEL is looking to grow the Child Parent Academy in Chicago and have deeper impacts in child development knowledge and caregiver confidence and capacity. Rooted in that vision, the Family Support Specialist will enhance this effort by supporting caregivers of children ages 0-4 with resources, knowledge of child development, and ongoing opportunities for connection and community-building. This role is critical to the two-generation model, allows for skill-building in facilitation and early childhood, and is poised to have meaningful impact on families around Chicago.

### **WHAT YOU'LL DO: ESSENTIAL RESPONSIBILITIES**

Reporting to the Sr. VCPA Program Manager, this position will (1) facilitate adult discussion groups and co-facilitate two generation classes with Teacher, (2) provide individualized support for caregivers to assist them in identifying areas of strength, goals for further development, and connecting them to resources, and (3) build relationships across diverse populations in service of the belief that all children and families deserve and can succeed. Because VOCEL is a small organization, the Family Support Specialist can expect to work closely with the VCPA team, Sr. Program Manager, and general program team.

1. Facilitate adult discussion groups and co-facilitate two generation classes with teacher (50% of the position)
  - Facilitate regular Caregiver Discussion groups, in English and/or in Spanish, that offer a welcoming and supportive space for all and share knowledge of early childhood development
  - Serve as a co-facilitator in the child-adult classroom with Teacher, supporting learning through play
  - Model responses to children's words, sounds and gestures (with narration, repetition, extension, questions, etc.); act as "language builders," bringing high levels of conversation and vocabulary into all classes
  - Data-entry in Salesforce tracking program targets including, but not limited to member enrollment, engagement, assessments, etc.
  - Support planning of and carry out Family Days
  - Coordinate classroom supplies, activities, and discussion points with co-Teacher and other VCPA Family Support Specialists to prepare for each session

2. Provide individualized support for caregivers to assist them in identifying areas of strength, goals for further development, and connecting them to resources (20% of the position)
  - In conjunction with caregivers, identify areas where additional resources may benefit child/children, caregiver, and/or family's well being
  - Offer flexibility and empathy to support caregiver, child, and/or family
  - Provide individualized support during or after class times to address children and caregivers' specific goals, with support from the other VCPA staff as needed
  - Connect with Sr. Program Manager and VCPA Staff to refer families for additional resources, support counseling, etc.
  - Conduct developmental screenings for children as requested by caregivers
  
3. Build relationships across diverse populations in service of the belief that all children and families deserve and can succeed (20% of the position)
  - Acknowledge and celebrate the many diverse backgrounds and experiences in the VOCEL community and encourage members to share stories, traditions, and values
  - Listen to, learn about, and connect with individual children and caregivers through conversation and shared activities
  - Validate primary caregivers as their child's first and best teacher and honor their individual and family cultures, experiences, and perspectives
  - Provide support to children, caregivers, and families in the ways that they identify wanting support
  
4. Miscellaneous (10% of the position)
  - Perform clerical responsibilities and other duties as assigned by Family Support Manager, Program Director, or Managing Director of Program Strategy
  - Participate in required staff, committee, and/or Board meetings
  - Provide support for development events
  - Provide support for and attend recruitment events, as requested by Partnerships Manager
  - Protect the organization by keeping information confidential
  - Other duties as assigned.

#### **WORK ENVIRONMENT**

- This role is full-time, not to exceed 45 hours a week.
- The daily schedule is relatively flexible and will be dependent on VCPA class days and times but can be expected to fall between 7am and 2pm Monday through Friday. Some evening and weekend hours may be required. Local travel in the Chicagoland area is to be expected and regular travel within Chicago is expected.
- This position operates in an office environment with wireless internet and limited space, on-site at VCPA partner sites, and remotely throughout the city and at home.
- This role routinely uses standard office equipment such as computers (laptops), photocopiers, scanners, filing cabinets, and common office supplies as well as software including Google Suites, Canva, Slack, etc.
- This position requires a reliable cell phone with the capability to add apps for communication with participants and staff, i.e., Slack, Bamboo, etc.

- While performing the duties of this job, the employee will be regularly expected to:
  - communicate with colleagues, caregivers and children
  - position self in proximity to members while in programming; this can include kneeling, stooping, sitting on the floor, standing, sitting, play with children, etc. with assistance or accommodations as needed
  - operate office equipment
  - move and transport supplies, with assistance or accommodations as needed
- VOCEL offers a smoke- and drug-free environment.
- Employee will be required to provide documentation of U.S. citizenship or eligibility to work in the U.S.

**Equal Opportunity Employer.** All decisions and criteria governing the employment relationship with all employees are made in a non-discriminatory manner, without regard to race, ethnicity, creed, religion, color, sex, sexual orientation, gender identity or expression, genetic information, age, national origin, marital status, pregnancy, military service, order of protection status, physical, mental, or neuro disability, or any other factor determined to be unlawful by federal, state, or local statutes.

### **WHAT YOU BRING**

This is an extraordinary opportunity for a dynamic individual who is interested in working in an entrepreneurial and collaborative organization that is highly focused on its mission.

Background and experience we'd like to see:

- Associate's or Bachelor's degree from accredited college or university.
- Minimum two years' experience in a professional role with demonstrated results.
- Personal vehicle and ability to drive throughout the city required
- Ability to speak, read, and write proficient Spanish

The ideal candidate demonstrates:

- Alignment with VOCEL's core values (<https://www.vocel.org/core-values>)
  - Put people first
  - Welcome all
  - Innovate with intention
  - Promote equity
  - Embrace the child within
  - Build a better tomorrow
- Knowledge of early childhood development and/or education
- Strong written and oral communication skills, including skill in using email and social media
- Commitment to cultural sensitivity, equity, self-reflection and growth
- Strong ability to project plan, delegate responsibilities to team members and follow-up accordingly to meet deadlines and due dates
- Strong attention to detail
- Entrepreneurial spirit and flexibility
- Inclination to identify and solve problems independently.
- Eagerness to continuously learn
- Interest in nonprofit, community-centered work

**WHAT WE OFFER**

VOCEL offers a competitive compensation package including:

- Annual salary of \$48,900 to \$52,900; commensurate with experience
- IRA with employer matching up to 3%
- Technology reimbursement
- Mileage reimbursement
- Generous paid time including:
  - Paid holidays with opportunity to swap holidays for personal/religious observance
  - 12 days of elective paid time off per year
  - 13 days of break, determined by VOCEL
  - Up to 5 paid sick days
  - Up to 5 paid self, family, and community care days
  - Flexible "VOCEL Fridays" with most staff finishing their work day by 1:00 pm.

**TO APPLY:**

- Follow instructions at [this link](#)
- Incomplete applications will not be accepted
- No phone calls please
- Deadline is June 15