



JOB DESCRIPTION

Job Title	Family Resource Specialist- Central Pennsylvania
Reports To	Director of Individual Assistance
Classification	Non-Exempt
Updated	September 2023

This position is 20 hours/week. Ideal candidates will be located in south-central Pennsylvania. This position is remote with travel.

Job Purpose: Provide families with non-biased educational information and options about: special education rights, effective practices and alternative dispute resolution to help them be fully informed decision makers. Give families of children with disabilities referral resources, strategies, and guidance to help ensure FAPE. Represent PEAL at various functions. Use knowledge and expertise to assist in conducting trainings on PEAL related topics.

Essential Job Responsibilities:

- Communicate and disseminate PEAL information and other resource information as requested by families and others who support them.
- Provide educational options and proactive problem-solving strategies with families.
- Provide follow-up resource materials and information to callers.
- Ensure that families who speak languages other than English receive assistance in their primary language
- Prepare invoices, reports, memos, letters, and other documents as assigned, using WORD, EXCEL, Salesforce or other database, and/or PowerPoint and other presentation software.
- Maintain electronic filing systems for records, correspondence, contacts and other necessary reporting information.
- Provide PEAL staff, parent leaders, and families with up-to-date information about current federal, state, and local legislative issues.
- Serve as a PEAL presenter/trainer for workshops as needed.
- Maintains knowledge base about current issues and laws regarding children with disabilities, state of the art educational and service delivery practices, and resources available throughout Pennsylvania and nationwide.
- Serves on national, statewide and local committees as directed.
- Market PEAL's resources and trainings to schools, community agencies, & media sources
- Perform other duties as assigned.

Job Qualifications:

- Two or more years of related experience

Required Skills and Knowledge:

- Knowledge of special education and general educational system:
 - Knowledge of IDEA, ESEA, ADA, WIOA, PA Code Ch. 14 and the rights and entitlements they provide
 - Understanding of best practice in education, community supports, & services
 - Knowledge of school-wide & individual positive behavior support strategies
- Strong listening & problem-solving skills
- Experience working with diverse populations
- Experience with databases, Word, PowerPoint and Excel
- Knowledge of using webinars and other remote learning platforms and other technology.
- Experience in providing support to families in a culturally competent manner
- Understanding of social justice issues
- Strong customer services skills and principles
- Detail oriented
- Must be able to work well in a collaborative environment and as part of a team.

Other Requirements:

- Must have ability to work long hours at conferences during various times of the year.
- Possible nights and weekends for trainings
- Hold a current PA Driver's license and valid insurance
- Must follow proper safety procedures when performing physical job tasks
- Must be able to travel in a vehicle and/or hold a current PA Driver's license, registered automobile (PEAL will reimburse mileage according to PEAL and IRS guidelines) and valid motor vehicle insurance
- Must have Act 33 and 34 clearances and FBI fingerprinting dated within the last 5 years or be willing to obtain them within a month of employment

PEAL has a mandatory COVID-19 Vaccine and booster Policy. Candidates with an accepted documented medical and/or religions exception can apply.

PEAL staff should reflect the Pennsylvania communities we serve and encourage individuals with disabilities, parents or family members to apply.

Increasing access for families who speak other languages is always a priority—bi-lingual candidates are encouraged to apply. The PEAL Center is committed to a policy of fair representation and does not discriminate on the basis of race, disability, religion, color, national origin, sex (including pregnancy), ancestry, ethnicity, gender identity, sexual orientation, age, genetic information, veteran status, or any other legally protected status or designation.