



Advocates for Justice and Education, Inc.

The Parent Training and Information Center for the District of Columbia

JOB ANNOUNCEMENT FOR FULL-TIME FAMILY SUPPORT SPECIALIST

In 1996, Advocates for Justice and Education, Inc. (AJE) was created to increase parental participation in their children's education. AJE's mission is to empower families, youth, and the community to be effective advocates to ensure that children and youth - particularly those with disabilities and special health care needs - receive access to appropriate education and health services. AJE has designed all its programs and services to increase parents' knowledge and capacity to advocate for their children and build community power to achieve systems change, eliminate barriers, and dismantle educational and health inequities in DC. We utilize a multi-strategy approach to achieve our mission: *Direct Services* to address a family's immediate issue; *Training* to increase parents' knowledge and capacity to self-advocate; and *Advocacy*, in partnership with families and other stakeholder partners, to bring about systemic changes through policy, legislation, and litigation.

PRINCIPAL RESPONSIBILITIES:

This description incorporates the core responsibilities of the position. It is recognized that other related duties not specifically mentioned might also be performed and that not all responsibilities may be carried out depending on operational needs. Additionally, this position has flexible hours and a non-traditional work schedule (working some evenings and weekends will be necessary).

The incumbent in this position will:

- Assess the individual needs of families and formulate strategies to meet those needs in a timely and cost-effective manner.
- Provide one-on-one assistance and individual advocacy to address families' goals in accessing healthcare and educational services.
- Provide ongoing monitoring and support for families, including service linkage.
- Provide comprehensive case management services in health, mental health, and school-related matters.
- Conduct outreach activities, training, and technical assistance to families, professionals, schools, health agencies, and other social service agencies to promote a better understanding of the needs of children and youth with special needs and special healthcare needs.
- Help to lead parent support groups.
- Maintain contact with community resources and make necessary referrals;
- Participate in case review sessions;
- Maintain and update records, monthly reports, and client files in an ethical and time-sensitive manner;
- Collaborate with team members on AJE programs and projects.
- Performs other duties as assigned.

QUALIFICATIONS:

- High School Diploma plus two (2) years of relevant experience inclusive of lived experience;
- Knowledge of community-based services/supports for families and available resources, services, and the institutions responsible for managing them in DC.
- Experience (trained or lived) in health care & education systems
- Ability to effectively interact and communicate with diverse communities;
- Ability to communicate and work effectively within a team and in partnership with other organizations.
- Ability to problem-solve;
- Ability to plan and manage multiple tasks and meet deadlines

- Ability to work flexible hours (e.g., attend community meetings, conferences, or events)
- Intermediate knowledge of standard software applications (Microsoft Word, Excel, PowerPoint, and Publisher) and ability to use Internet Browsers (Chrome, Edge, etc.), web-based applications, and data management systems (e.g., Salesforce)
- Intermediate knowledge of programs, email, and blogging platforms (preferred).

PREFERRED QUALIFICATIONS:

- Familiarity with the unique challenges facing DC communities

WORK LOCATION: Currently, AJE is a hybrid remote office with required workdays in the office.

SALARY & BENEFITS: Salary is commensurate with relevant experience, starting at \$45,000 and a maximum salary of \$52,500. Benefits include employer-contributed medical, dental, and vision insurance, paid basic life insurance, 401k with employer contribution, paid annual and sick leave, paid family medical leave, and federal/local holidays.

TO APPLY: E-mail your resume, cover letter, and three references to information@aje-dc.org with the subject line: **Family Support Specialist – [your last name]**. The position will remain open until filled.

Advocates for Justice and Education is an Equal Opportunity Employer. We strongly encourage women, persons of color, LGBTQ+ individuals, persons with disabilities, and persons from other underrepresented groups to apply.