

## CLASSIFICATION TITLE OF POSITION

UNIV SVC PRG ASSOC

## POSITION SUMMARY

The Waisman Center is dedicated to the advancement of knowledge about human development, developmental disabilities, and neurodegenerative diseases throughout the lifespan. One of only 15 centers of its kind in the United States, the Waisman Center encompasses laboratories for biomedical and behavioral research, a brain imaging center, and a clinical bio-manufacturing facility for the production of pharmaceuticals for early stage human clinical trials. In addition to its research efforts, the Center provides an array of services to people with developmental disabilities, offers numerous educational and outreach programs to young children and their families, and trains scientists and clinicians who will serve our nation in the future.

The mission of the Waisman Center's University Center for Excellence in Developmental Disabilities (UCEDD) is to support the full inclusion and self-determination of people with developmental disabilities and their families. The UCEDD has been asked to develop and implement a statewide Family Advocacy Network as part of the UCEDD's ongoing work with Wisconsin PROMISE - a program designed to foster improved health, education and post-secondary outcomes for families with children ages 14 and older that receive Supplemental Security Income (SSI). The primary focus of the initiative is to support improved coordination of various services, such as those available through the Individuals with Disabilities Education Act, the Vocational Rehabilitation State Grants program, Medicaid health and home and community based services, Job Corps, Temporary Assistance for Needy Families (TANF), and Workforce Investment Act programs. PROMISE also seeks to facilitate the use of such services, ensuring that families are tied into programs for which they may be eligible, but are not yet participating.

The Family Advocacy Network will provide the UCEDD with the opportunity to effectively reach out to under-served and under-represented communities to help families gain access to the services and supports available to them. Within the Public Policy and Systems Change work unit, University Center for Excellence in Developmental Disabilities, and under general supervision, this position provides essential and complex program support to the project coordinator and manager of the WI Promise Family Advocate. This position will be responsible for connecting with Wisconsin PROMISE families and youth individually or in small groups to share information about the transition process and employment planning and to share information about self-advocacy using already developed trainings. This position will also assist and support families with systems navigation. This position provides and exercises exceptional customer service with PROMISE families, communicates regularly with all team members, and exercises strong problem-solving skills. Other duties include documenting interactions with families, serving as a liaison between university staff, PROMISE staff, and families, and participating in related meetings and trainings.

This position will serve as a contact to specific counties in the State of WI. This position will be located in Region 1, 2, and 3, which serves the counties within Southeastern WI, which include but are not limited to the following counties: Milwaukee, Waukesha, Racine, and Kenosha.

## PERCENT GOALS AND WORKER ACTIVITIES

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| 50% | A   | Engage with identified Promise families to discuss transition, employment possibilities, self-advocacy and assist with systems navigation.  |
|     | A1. | Follow-up with established families who are enrolled with WI Promise via phone calls, emails, and home visits.  |
|     | A2. | Provide assistance to Promise families regarding the process of transitioning from school to adult life and strategies to support youth in the employment planning process by going through already created online modules. |
|     | A3. | Provide guidance and input to connect Promise families to available resources and services in the local community.  |
|     | A4. | Collect and enter program data gathered from encounters and interactions with families into the Division of Vocational Rehabilitation's SharePoint system and/or other tracking systems.                                    |
|     | A5. | Reach out to connect with families enrolled with WI Promise but are not actively participating. Share information about the project with these families.  |
| 20% | B   | Organize learning communities and assist with outreach efforts to communities that will foster inclusion in local communities.  |
|     | B1. | Coordinate and organize meetings between families enrolled in WI Promise to interact and share their experiences. Serve as the primary contact for scheduling meetings.   |

- B2. Coordinate logistics for meetings such as identifying dates, times and locations that work for the families, providing food and refreshments, and gathering needed materials. Maintain contact with the Family Advocacy Network program coordinator and manager regarding meeting dates and any content or material needs.
  - B3. Identify and evaluate the needs of the learning group and plan for discussions on topics of interest.
- 15% C Maintain communication with Promise DVR Counselors via phone calls, emails or meetings.
- C1. Coordinate efforts to support PROMISE families with PROMISE counselors.
  - C2. Provide updates to PROMISE counselors on interactions with families. Use developed tools and tracking systems. Provide staff with various technical reports and information.
  - C3. Work with other Family Advocacy Network members and PROMISE staff to problem solve strategies to address the barriers families may face when trying to engage with the PROMISE project, resources or other support systems.
- 10% D Participate in Promise meetings and trainings.
- D1. Participate in weekly supervision phone calls/meetings.
  - D2. Participate in bi-monthly Family Advocate team calls/meetings.
  - D3. Participate in Promise DVR counselor's meetings as requested.
  - D4. Participate in trainings on related topics such as employment strategies, the transition-to-adulthood process, self-care workshops, trauma-informed care and other topics as identified by supervisor.
- 5% E Collaborate and connect with community organizations and agencies.
- E1. Identify and learn about accessing available services and resources in the community that support individuals with disabilities and families.
  - E2. Attend transition fairs and other community events to learn about available resources and to build collaborative relationships.

## **KNOWLEDGE AND SKILLS**

1. Ability to communicate clearly, appropriately and effectively with families, including families from underrepresented populations, as well as with project staff and service providers. Strong skills in customer service and problem-solving.
2. Knowledge of and familiarity with support systems for individuals with disabilities and public benefit programs within surrounding communities.
3. Ability to work as a member of a team.
4. Familiarity with the Microsoft Office Suite, with emphasis on Outlook, Word and Excel programs.
5. Ability to work independently and organize work with limited direct supervision.
6. Ability to interact and work with families from underrepresented populations and families with an individual with disabilities. The person in this position must have cultural awareness and sensitivity.
7. Ability to communicate orally or by written communication from English to a second language such as Spanish or Hmong and from the second language to English is preferred.
8. Ability to coordinate and plan meetings, workshops, and events.

## **SPECIAL REQUIREMENTS**

Typing

## **ADDITIONAL REQUIREMENTS**

This position requires travel to various locations within a local community within Wisconsin. Limited in-state overnight travel may be required. Other in-state travel may be required for meetings, conferences, and outreach activities.

The incumbent must provide his/her own transportation to sites or must hold a valid driver's license that meets UW Risk Management standards for the purpose of driving fleet vehicles.

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## **SCHEDULE COMMENTS**

This position is expected to be set between 50-percent time to 100-percent time. Work schedule will be flexible but will be determined upon hire. This position is expected to work Monday through Friday.

This position may be required to telecommute. Telecommuting needs will be addressed upon hire.

