



## WI FACETS JOB DESCRIPTION

### Parent Training and Information Center Project

### HELP DESK SPECIALIST

**REPORTS TO:** PTIC Co-Directors  
**HOURS:** .75 - .875 FTE (30-35 hours/week), 10-month position, (2 months off, on or about June 15-Aug 15), salaried, non-exempt  
**LOCATION:** WI FACETS' Milwaukee Office 90% (6-7 hour days). No telecommuting  
**TRAVEL:** Local and Statewide Travel: 10% (may include evenings, weekends)

#### DESIRED QUALIFICATIONS:

- Bachelors' degree.
- Parent/family member of child with disabilities; or individual with a disability.
- Bilingual (Spanish/English)
- Experience working with families/children with disabilities in an advocacy, guidance or counseling role, as in community service/human service/social service/ schools.
- Demonstrated connections with community service/human service/social service agencies, especially those providing services to underserved populations.

#### REQUIRED QUALIFICATIONS:

- Associate Degree.
- Demonstrated knowledge and understanding of the special education laws, procedures and resources (as, Individuals with Disabilities Education Act, WI Chapter 115 and PI 11, and other education-related laws and laws related to disabilities and the education of children with disabilities).
- Demonstrated effective oral communication skills - ability to communicate and collaborate with a diverse array of individuals and groups.
- High degree of cultural competency.
- Demonstrated written communication skills (accurate, professional business email and other communications).
- Demonstrated use of creative problem-solving/early conflict resolution skills.
- Ability to maintain strict confidentiality.
- Demonstrated computer skills, including experience with Microsoft office suite, internet-based programs, e-mail, and database programs.
- Ability to keep good records and maintain data required by the project.
- Demonstrated ability to work independently, prioritize work, maintain attention to detail.
- Ability to work legally in the U.S.

#### SPECIFIC DUTIES AND RESPONSIBILITIES:

As a member of the Help Desk Team, the Help Desk Specialist handles statewide phone calls, to ensure timely information, resource referral, and support for families, youth with disabilities, and professionals regarding special education procedures and resources for children and youth with disabilities, ages birth through 26 years

- Provide Help Desk information and resource referral assistance (phone, email, mail, e-groups, and screen cases to identify those, which may be in need of more extensive individual support from the Intensive Support Specialist or another agency.
- Promote and provide some direct telephone, webinar, or in-person training of core workshops (as, IEP 1&2, section 504, etc.) and serve as a moderator for external presenters on special topics/emerging issues topics.
- Provide a limited amount of targeted intensive individual support to families and youth, including through 1:1 case conferences and meeting preparation.

- With approval from supervisor, using technology (as, teleconference, Skype, videoconferences, etc.), provide support for families by attending a limited number of IEP/IFSP meetings, facilitated IEP meetings, and mediation.
- Refer requests for exhibits to the PTI Project Co-Director.
- Coordinate with other Help Desk Specialists, including weekly staff case conference meetings.
- Complete required evaluation activities, data collection and recording in a timely fashion.
- Assist in collection and wide dissemination of parent-friendly, culturally appropriate project information (as, vetted project materials, workshop flyers, etc.), via email, postal mail and exhibits.
- Prepare exhibit materials for conferences and other community events
- Represent WI FACETS and the parent perspective on task forces and planning committees in WI as requested.
- Work within budget allotment.
- Meet annual PTIC project goals established for the position.
- Attend education-related webinars/conferences (related to IDEA, special ed. issues, etc.)
- Attend all staff meetings.
- Accurate, timely collection of all required project records, evaluation information and other data, including mid-month packet.
- Other duties as may be required.

### **COMPENSATION**

Commensurate with experience & within project budget.

### **BENEFITS**

- ♦ Option to participate in Simple IRA retirement plan with employer contribution for eligible employees.
- ♦ Option to participate in an Aflac Supplemental Plan with employer contribution for eligible employees.

### **REQUIRED PRIOR TO HIRE**

- ♦ Reference check.
- ♦ Police background check.
- ♦ Proof of residency.

### **START DATE – IMMEDIATELY**

### **APPLICATION – DUE Feb. 15, 2019**

Send cover letter and resume to:

WI FACETS  
 c/o Nelsinia Ramos  
 600 W. Virginia Street, Suite 501  
 Milwaukee, WI 53204, or  
 Fax: 414-374-4655, or  
 Email: [nramos@wifacets.org](mailto:nramos@wifacets.org)

### **QUESTIONS**

Nelsinia Ramos [nramos@wifacets.org](mailto:nramos@wifacets.org) or 877-374-0511.

*In accordance with the Americans with Disabilities Act, the above is intended to summarize the essential functions of and requirements for the performance of this job. It is not meant to be an exhaustive list of miscellaneous duties and responsibilities that may be requested in the performance of this job. WI FACETS is an equal opportunity//affirmative action employer committed to having a diverse work force. Members of minority groups and persons with disabilities are strongly urged to apply.*