



JOB DESCRIPTION

BILINGUAL RESOURCE SPECIALIST (ENGLISH / VIETNAMESE)

LEVEL 1

JOB SUMMARY:

Provide training, information, referrals, emotional support, and one on one consultations in person, virtually, and over the phone to families of children with special needs and professionals serving those families. Ability to provide all services in English and in Vietnamese as required by the job assignment or position. Record contacts with families and professionals in the Customer Relations Management (CRM) system, develop materials for distribution, refer new resources for inclusion in PHP's Resource Directory. Present small or large group trainings virtually and/or in person. Provide outreach and collaborate with community agencies serving targeted communities, support the growth of parent leadership, participate in training events, and assist in planning events from which families, community members, and professionals benefit. May assist in coordinating department projects. May be required to move between teams and departments as needed. Follows all PHP policies. Reports to the Program Manager.

SPECIFIC RESPONSIBILITIES:

Client Support: Utilize effective listening skills and address family concerns over the phone, virtually, and/or in person. Assist the caller or visitor in determining their needs. Maintain a positive and supportive attitude during interaction with clients and team members. Follow up on all aspects of service in a timely manner. Complete other duties as assigned by the Program Manager.

Quality Assurance: Provide quality services based on agency standards. Continue skill development by remaining informed about available services that meet the needs of PHP clients by participating in ongoing trainings and in-services. Participate in the development and achievement of agency, department, and personal career goals. Maintain confidentiality of all client related services.

Information Management: Responsible for the timely and accurate input and collection of data and information that may be required by the agency reporting requirements. Accurately complete and

update client records in CRM system. Use available technology responsibly, reducing risk to network operations.

Program Performance: Responsible for supporting the goals of PHP program teams through individual goals, objectives, and timelines required by PHP. Contribute to new program development based on client needs and PHP planning processes. Work with peers as a team and support the growth and development of each team member. Promote individual and agency collaboration with community agency representatives and all PHP departments and staff respectively. Perform duties and attend meetings in person. Required to be on camera for virtual trainings and meetings which may be recorded.

Perform other duties as required.

QUALIFICATIONS:

- Experience in accessing the systems and community resources that provide services to children with special needs (i.e. Department of Developmental Services, Special Education, Regional Center, Department of Rehabilitation) and possess an understanding of those systems and resources. The exact systems of care you will need experience with will be determined by which grants and programs you are working on.
- Minimum 2 years' experience working with families with special needs and/or special education
- Excellent written and oral communication skills in English and Vietnamese
- Ability to translate PHP materials from English into Vietnamese
- Strong public speaking skills and the ability to present PHP material in a clear and concise manner
- Strong interpersonal skills and ability to work effectively with families, staff, and professionals of diverse backgrounds
- Must be computer literate with proficiency using the internet, MS Office Programs (Power Point, Word, Excel), Google Drive
- Ability to manage multiple priorities
- Ability to work independently and as a member of a team
- Ability to travel within the Bay Area
- Ability to perform duties from multiple PHP office locations
- Available to work some evenings and weekends
- Cultural competency a plus

PHYSICAL REQUIREMENTS

Ability to sit for extended periods of time while using office equipment. Function in activities of walking, bending, squatting, reaching, and some lifting of supplies and materials.