



Job Title:	Bilingual Program Support Specialist
CCFH Program:	Family Connects Durham
Location:	Durham, NC
Position Type:	Full-Time

JOB DESCRIPTION

Reports to: Community Alignment Specialist

Program Description: The Family Connects Durham program is a universal nurse home visiting program offered to all families with newborns in Durham County. Family Connects supports new parents in caring for their newborn(s), offers physical assessments of the mother and the baby, addresses questions about caring for the newborn(s), identifies parents’ needs, and helps to identify community services or resources that can meet those needs.

Occupational Summary: Family Connects Durham utilizes Program Support Specialists (PSS) to works with families to optimize physical, mental, and emotional well-being of children and parents by coordinating and facilitating in-home nurse visits for parents of newborns. The PSS assists with engaging with families at the birthing hospitals to schedule nurse visits for newborns and their parents and is directly responsible for the home visiting schedule and nurse assignments. The PSS is also responsible for assisting with monitoring customer satisfaction, tracking referral outcomes, and assisting with administrative duties. While this position works with all families, bilingual (Spanish/English) proficiency is required as this position acts as the point person for all Spanish scheduling needs.

Work Performed:

1. Assist with hospital recruitment and scheduling: Establish initial contact with families at Durham’s birthing hospitals. Successfully engage and schedule families for nurse visits. (Note: During COVID-19, temporary safety/public health modifications include that scheduling is being completed by phone and nurse visits may be virtual or in-home.)
2. Schedule clients by phone that are missed during hospital recruiting.
3. Receive and review data for scheduling clients and enter data into a Salesforce database.
4. Act as primary public contact to answer questions and reschedule home visits as needed through the main office phone number in English and/or Spanish, email, and online scheduling tool. Contact nursing staff as needed to respond to family questions. Follow up with families in a timely manner and show good customer service skills.
5. Conduct post-visit connection (PVC) phone calls with families, track services contacted and received, and provide re-referrals when necessary, for the purpose of monitoring client satisfaction and tracking referral outcomes.
6. Assist with administrative tasks, such as: preparation of program materials for home visits, handling mailing, faxing, filing, and scanning, inventory and supply orders, creating client account numbers, collaborating with other bilingual staff for document translation, and other duties as required.
7. Limited weekend hours required.

Required Qualifications at This Level

Education/Training: High School Diploma required, Associate’s or Bachelor’s degree desired.



Experience:

- At least two years of previous experience in customer service and/or office setting desired.
- Previous experience in local resources and services in Durham (in particular, those for Latino/Latinx families) or with programs based out of the Center for Child & Family Health desired.

Skills:

- Excellent verbal and written communication skills with strong attention to detail.
- Ability to multitask, adapt to changing conditions (e.g., in relation to the COVID-19 pandemic), and learn new systems quickly.
- Proficient in Microsoft Office, Adobe, and Google forms.
- Knowledge or experience with database systems such as Salesforce desired.
- Demonstrated ability for collaborative work in a team environment, as well as ability to work independently to meet expected deadlines.
- Spanish language fluency required.
- Ability to accept personal differences, to establish trusting relationships, and to work with culturally diverse populations.

The above statements describe the general nature and level of work being performed by individuals assigned to this classification. This list is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

Travel Requirements:

- Local travel to hospitals to conduct recruitment and scheduling required.
- Must have a valid North Carolina driver's license and an automobile for use in visiting Durham hospitals.

Physical Requirements:

- Ability to meet physical requirements of the job: moving around for long periods of time (e.g., at birthing hospitals), sedentary desk work, and lifting and carrying up to 30 lb.
- Office responsibilities are performed in an office setting in a seated position.
- Ability to perform duties in an active environment with changes in climate and noise level.

Salary: \$34,850-\$39,975

CCFH is committed to building a culturally diverse team. We strongly encourage minority candidates to apply.

APPLICATION INFORMATION

Please email resume and letter of interest to Caitlin Georgas via email at caitlin.georgas@duke.edu (subject line: Bilingual Program Support Specialist).