

Family Engagement Facilitator (FEF)

Assigned Borough: Staten Island

Supervisor: Director of Community Support & Outreach and Staten Island FACE Center

JOB SUMMARY

INCLUDEnyc's Family Engagement Facilitator (FEF) focuses on educational system change and requires an understanding of disability policies and special education, as well as effective family engagement and inclusive educational environments.

The FEF co-leads the Family and Community Engagement (FACE) Center project for Staten Island and works with the team's other FEFs and Resource and Referral Specialists (RRSs). The FEF collaborates with external partners to develop and deliver technical assistance, training, and coaching to various stakeholders in the special education and disability community, with a focus on enhancing family engagement capacity to improve educational outcomes for children with disabilities. Stakeholders can include families, school administrators and educators, community groups, and professionals working with children with disabilities. Children's age groups may span early childhood and school-age ranges, but the position will primarily focus on school-age.

For bilingual FEF roles, it is expected that approximately 20%-25% of family engagement outreach activities will be in a language other than American English.

KEY RESPONSIBILITIES

Project Management

- Serve as a dedicated borough lead for the NYS Education Department Office of Special Education (NYSED OSE) FACE Center, focusing on early childhood or school-age groups.
- Serve as a member of the NYSED OSE Educational Partnership Regional Level Team (RLT) and possibly other teams or workgroups, such as the Partnership Implementation Team (PIT), ensuring the family engagement perspective is factored into the collaboration activities while effectively partnering with teams from NYSED and NYC Public Schools.
- Provide expertise in research-based family engagement principles, leading educational organization (EO) implementation teams, including EO leaders, in strategic family engagement planning to meet their student outcomes and organizational goals.
- Participate in the development of targeted skills groups and support plans in collaboration with NYSED Regional Partnership Centers (RPCs) and Technical Assistance Partnerships (TAPs).
- Collaborate with the RPC to conduct needs assessments with identified educational organizations (EOs) to inform the development of educational programs.
- Work with TAPs to determine the professional development needs of the FACE Center.
- Partner with the borough's other FEF to ensure alignment across the borough's FACE Center team.
- Mentor, train, and support new FEFs and RRSs as needed.
- Support other FACE Center activities as needed.

Training & Technical Assistance

- Using NYSED's systematized process, provide targeted, discipline-specific professional development and technical assistance to various stakeholders, including families, EO staff, community groups, etc.
- Develop individualized EO family engagement training and coaching plans that utilize identified frameworks aligned with support plans and targeted skills group goals and objectives.
- Provide technical assistance to individual families and professionals seeking support and guidance by clarifying issues, addressing barriers, offering information, and supporting the person(s) in determining a course of action.
- Collaborate with regional partners, including school leaders, staff, and educational administrators, to provide capacity-building focused on family and community engagement in schools and other educational organizations.
- Cultivate and maintain school and community-based partnerships.
- Participate in OSE-required meetings, training, and professional learning.

Information and Resource Management

- Research, identify, and provide information and resources for youth, families, and professionals.
- Collect and analyze data from FACE Center activities to evaluate effectiveness.
- Track and report program data as required, ensuring accurate and complete information across multiple platforms.

REQUIRED QUALIFICATIONS

- Master's degree in education, social work, or related fields (required as per NYSED contract).
- At least 4+ years of experience providing professional development and/or technical assistance.
- Knowledge of the special education landscape in NYC and familiarity with NYC public schools, with experience working in one or more of the five boroughs.
- Experience with educational program design and/or adult learning.
- Experience in family engagement and awareness of family perspectives in educational systems.
- Ability to manage complex projects with multiple deliverables and stakeholders.
- Skill in navigating different perspectives, needs, and challenges when working with multiple stakeholders.
- Strong written and verbal communication skills; written and verbal fluency in English required; bilingual fluency preferred.
- Strong organizational and multitasking skills with a focus on quality and continuous improvement.
- Proficiency with Microsoft Office (including Word, Excel, PowerPoint), Google Apps for Business (including Gmail, Docs, Drive, Calendar), and Salesforce (preferred).
- Willingness and ability to travel intra-day across New York City and work occasional evenings and weekends to deliver in-person services.
- Commitment to INCLUDEnyc's mission of building positive outcomes for young New Yorkers with disabilities.
- This position will require travel to Staten Island a minimum of three days per week.

SALARY AND BENEFITS

This position is a union position (OPEIU, Local 153) and, as such, compensation and benefits are subject to the terms of the collective bargaining agreement. The current base salary for this position is \$70,000.

INCLUDEnyc offers a comprehensive benefits package including health & wellness benefits, commuter benefits, 403(b) plan with employer matching, and generous paid time off.