

Delta Gamma Center

Referral and Support Specialist

The Delta Gamma Center's mission is to help children who are blind or visually impaired reach their full potential through family-centered, specialized services and community support. DGC provides educational, developmental, therapeutic, and recreational services to children from birth through high school, and their families, as they seek to live a life without limits from vision loss. DGC's service model is family-centered and involves a holistic, multidisciplinary team approach to bringing critical resources to children, their families, and caregivers.

POSITION SUMMARY

The referral and support specialist is part of a diverse team of professionals that provide educational, recreational, and therapeutic services to meet the developmental needs of children with visual impairments and their families. Our service model is family-centered and involves a holistic, multidisciplinary team approach to bringing critical resources to children, their families, and caregivers.

This position responds to inquiries and coordinates all referrals coming to DGC helping children with visual impairments and their families receive appropriate services. This position also helps potential and enrolled families access needed community resources through outgoing referral on a one-time or short-term basis.

The referral and support specialist serves as DGC's lead in communicating with families about DGC's programs and ensures families referred to DGC have a smooth transition into services. This position does not have ongoing face-to-face contact with children and families, but they set the tone of support for all programs and services children and families will participate in.

RESPONSIBILITIES

- Provides one-time or short-term resource/referral family support services to enrolled families
- Provides resource/referral support to family support specialists and other program staff as requested
- Develops and maintains directory of referral sources and community resources
- Processes referrals accurately and efficiently in accordance with established agency policies and eligibility criteria for early intervention, early childhood, youth development, and family support programs
- Develops and maintains positive working relationships with referral sources (MO First Steps and IL CFC service coordinators and providers, optometrists, ophthalmologists, neurologists, school staff, early childhood educators, other vision professionals, therapy centers, NICU, etc.) as the primary DGC referral contact

Referral Coordination

- Responds to all program and service inquiries and referrals in a timely, warm, compassionate, and professional manner
- Contacts families to gather and share information as needed for each program
 - Provides emotional support, encouragement, and education to families throughout the process
 - Arranges interpreters as needed for families
 - Conducts/facilitates parent interviews, gathers medical, environmental and developmental history and assess family needs
 - Provides information about DGC programs and/or community resources and services that may be available
 - Educates families on the importance of the service delivery/program model
- Collects relevant referral/enrollment information and records from professional referral sources (EI service coordinator, pediatrician, ophthalmologist, optometrist, neurologists, EI provider, teacher, etc.)
 - Gathers provider reports, records, and other relevant case information
 - Requests and obtains medical records from other providers and partner agencies; following up as needed to ensure timely receipt and review for eligibility determination and enrollment
 - Follows-up as needed to obtain and understand all relevant information and records
 - Accurately document and file information and records gathered
- Responds promptly and professionally to family needs and requests
- Coordinates and schedules assessments by DGC staff as needed to determine eligibility related to vision
 - Ensures authorizations are obtained for all low vision evaluations and functional vision assessments for EI referrals
- Facilitates the timely determination of eligibility and enrollment of eligible families in DGC programs
 - Prepares and completes required enrollment documentation
 - Coordinates enrollment in MO/IL early intervention services as appropriate serving as a liaison between DGC staff, and families
- Manages waiting lists, as applicable, coordinating with program staff and maintaining regular communication with each family on the waiting list by phone and through email
- Connects referrals who do not meet eligibility criteria to appropriate community resources for services

Referral Process

- Ensures that referrals for all programs are in compliance with referral timelines, policies, and procedures
- Develops and maintains an effective and efficient workflow; maintains up-to-date documentation of the process, protocols, and forms for each program
- Collaborates with each program team to streamline processes and enhance internal systems related to referrals, care coordination, and practices and policies

Referral Tracking and Reporting

- Monitors and provides weekly referral status updates with program leads to coordinate scheduling of assessments and initiation of new services
- Enters and maintains accurate and complete data including detailed notes regarding referrals, assessments, and enrollment in a timely manner
- Prepares referral/enrollment/intake summaries and distributes to program staff as needed to complete enrollment process and begin services
- Prepares and submits a monthly report for each program to include inquiries, new referrals, status of referrals in process and completed, and response times

Outreach

- Assists with outreach efforts for referral sources including presentations, tours, etc.
- Collaborate with marketing and program staff in the development of marketing and presentation materials for parents, caregivers, and referral partners

QUALIFICATIONS

- Bachelor's degree or equivalent experience in social work, special education, child development, or related field required, a master's degree is a plus
- 5 years of professional experience with demonstrated success in a similar position
- Experience working with families, people with disabilities, the early intervention system in Missouri and/or Illinois, youth development, etc. is a plus
- Knowledge of visual impairments and child development, particularly for birth to six, is strongly preferred; direct experience in early intervention and special education is preferred
- Warm and compassionate approach, with the ability to establish rapport and provide emotional support to families from all backgrounds; understanding of and respect for children with special needs and their families
- Excels at establishing and maintaining effective working relationships with staff and other professionals from diverse backgrounds with a collaborative and flexible style and a strong service mentality

- Strong critical thinking skills needed to learn complicated processes and respond to each unique situation
- Outstanding organizational skills, attention to detail, and commitment to accuracy and completeness of records and files; able to follow through with assignments in a timely and efficient manner
- Exceptional communication skills, both verbal and in writing, to effectively work with families from diverse backgrounds and medical and other professionals
- Able to represent the agency in a professional and mature manner; able to maintain confidentiality and show discretion with sensitive information and situations
- Able to organize and prioritize tasks effectively, function independently meeting deadlines and other service requirements and seek supervisory consultation when necessary
- Impeccable ethics and integrity and a positive “can do” attitude with the ability to respond effectively to the most sensitive inquiries or complaints
- Strong computer/technology skills (Microsoft 365 applications; case and outcome management and web-based systems) required

REPORTS TO

Senior Director of Family-Centered Programs

TERMS OF EMPLOYMENT

- Full-time (37.5 hours per week), with some evening and weekend hours
- Complete training related to visual impairments in children, early intervention, early childhood development, home visiting services as needed
- Background check, drug screen and health certification completed upon offer of employment
- Must be physically able to lift or move 30-50 pounds; push/pull and lift equipment and supplies; and stand or sit for long periods

TO APPLY

- Submit a cover letter explaining why you are interested in this position and how your personality, skills, and professional experience make you the ideal candidate for the position outlined in the job description.
- Submit a resume outlining your professional experience and achievements, education, and relevant training and credentials, and
- Complete a brief questionnaire that should take no more than 10-20 minutes.

Click on the link below to complete the questionnaire and upload your documents. You won't be able to save your answers and come back, so please make sure you have your documents ready to upload and have enough time to complete the questionnaire. Please make sure the file names of your documents include your name and type of document (e.g. lname_fname_cvrltr, lname_fname_resume).

<https://dgckids.typeform.com/to/Ri6cZo88>