



POSITION DESCRIPTION: ADMINISTRATIVE ASSISTANT / FAMILY RESOURCE NAVIGATOR

Title: Administrative Assistant / Family Resource Navigator

Work Schedule: Part-time: 25-30 hours per week

Work Site: Family Resource Network (FRN), 5250 Claremont Ave., Suite 148, Stockton, CA and other locations within catchment area.

PRIMARY FUNCTION:

Under the supervision of the Executive Director or a designee of the Executive Director, the Administrative Assistant / Family Resource Navigator will provide support to the programs, personnel and clients of Family Resource Network.

RESPONSIBILITIES:

FRN's Administrative Assistant / Family Resource Navigator position is an integral part of the Family Resource Network team. Family Resource Network exists to make a difference in the lives of children with special needs and disabilities by empowering parents and caregivers, to provide practical information and emotional support, to appreciate the role of parents, or other family members, as the most important expert and advocate in the lives of their children, and to foster a sense of community allowing parents and professionals to learn from shared ideas and experiences.

The Administrative Assistant/Family Resource Navigator requires someone with a high degree of professionalism and an equally high degree of empathy and compassion for the struggles faced by families of children with disabilities.

This job may require occasional travel, as needed, within FRN's catchment area (San Joaquin, Stanislaus, Amador, Calaveras, and Tuolumne Counties) to different sites to support any activity or event FRN provides.

Along with this, the responsibilities of this position include, but are not limited to:

1. Professionally managing incoming calls from families, professionals, and other agencies to caringly connect them with the resource(s) they seek.
2. Providing wrap around support and care coordination for families with children who have special needs, particularly those with new diagnoses and/or newly identified developmental delays.
3. Maintaining a high level of confidentiality with regard to client information.
4. Fulfilling receptionist and general clerical duties to include, but are not limited to, answering phones, photocopying, mail processing, filing and office organization.
5. Supporting the operation of the Resource and Toy Lending Libraries.
6. Support special projects as assigned.

MINIMUM QUALIFICATIONS:

1. High school diploma or higher
2. Successful completion of pre-employment background checks.
3. Strong client service and communication skills, both verbal and written, organizational skills, both analytical and problem solving, and the ability to recognize and work with confidential information.



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4. Ability to manage requests/needs of multiple staff members and work on multiple projects simultaneously.
5. Ability to manage multiple tasks and achieve deadlines under pressure.
6. Ability and means to travel on a flexible schedule as needed (Proof of liability and property damage insurance on vehicle used and valid Driver's License is required.)
7. Proficiency in MS Office products (Word, Excel, PowerPoint) and a willingness to learn additional programs, as needed.
8. A detail-oriented, positive attitude conducive to working effectively as a team member.
9. Familiarity with the internet, cloud sharing, and social media.

The desirable candidate will have experience as a parent or close family member of an individual with special needs or disabilities, will have experience working with parents of children between the ages of 0 and 22, will have experience with school districts and special education, will have knowledge of the California Regional Center system, In Home Support Services, and/or other services that are used by families who have children with special needs.

COMPENSATION:

Part-time, non-exempt position; compensation based upon education and experience.

If interested, please send cover letter & resume to:

Family Resource Network
5250 Claremont Ave., Ste. 148
Stockton, CA 95207

Attn: Director

Or email to:

FRNfamilies@frcn.org

In the Subject Line: Attn: Director-employment