



Information & Referral Office Parent Consultant Job Description

The Parent Consultant in the Region 2 Information & Referral Office serves as a point of contact for Michigan families of children with disabilities from birth to age 26 and professionals who do not reside in an area served by a Parent Mentor; provides these consumers with information about available local, county, regional, state and national resources; support Parent Mentors (PM) in their work around the state; and helps develop a coordinated and consistent dissemination of information and referrals.

Position Qualifications:

- Family Member of a child with a disability whose child is receiving or has received early intervention or special education services and support
- Knowledge and understanding of local, county, regional, state and national resources
- Good communication and listening skills, including ability to respond to callers with patience, objectivity and nonjudgmental attitude
- Ability to work with diverse populations
- Ability to problem solve
- Good understanding of systems navigation (e.g. education, medical, etc.)
- Strong interpersonal and collaborative team skills
- Strong computer skills including gathering and organizing educational and disability information
- Good organizational skills and writing ability

Description of responsibilities:

- Provide information, resources and referrals to families and other consumers through telephone, packets, email, etc. according to the needs of the consumer
- When a situation requires advocacy, provide referrals to organizations for that service
- Assistance and consultation as requested by Parent Mentors around the state (flyers, sign-in sheets, information, internet searches, etc.)
- Collaborate to produce and order printed materials (information folders, learning opportunities, brochures, etc.) ensuring consistent and updated information
- Work toward accessibility of information in alternate formats for culture, language, disability, literacy, visual, etc.
- Assist in preparation of information for the Michigan Alliance for Families Web Site and work with Web Site designer
- Work closely with Michigan Alliance staff on various activities
- Help prepare materials and for displays and conferences other related activities as requested
- Outreach regarding the work of Michigan Alliance for Families including display tables at conferences as requested
- Serve on committees and participate in meetings as requested
- Complete necessary forms (timesheets, expense reports, etc.) and other activities by designated due dates provided by the executive director
- Complete required data entry accurately by designated due dates
- Work in collaboration with staff and evaluators to document impact and make recommendations for improvement
- Understand Michigan Department of Education (MDE) State Governance and access MDE Data Systems (e.g. MCIS)
- Participation in on-going learning to update skills and acquire new knowledge
- Other duties as deemed necessary and/or appropriate by the management team