

Family Center for Children and Youth with Special Health Care Needs Director Position Description

Family Center:

The Family Center for Children and Youth with Special Health Care Needs (Family Center) supports family-centered, culturally competent, community-based, coordinated care for children, youth and families throughout Michigan. The Family Center assists families in partnering with health care providers in decision-making at all levels regarding the care for children and youth. The Family Center is a resource for all Michigan families with a child who has special health care needs. The Family Center partners with the CSHCS Division to assure that family input is incorporated into CSHCS program policies, procedures, documents, communications, and planning.

Position Summary:

The Family Center Director provides leadership for the Family Center and is responsible for consistent achievement of the Family Center program goals and objectives. The Director is responsible for strategic planning, fiscal management, professional and parent education, and staff supervision. The Director provides leadership throughout Michigan to advance the understanding and practice of patient and family-centered care in community and health care settings. The Director works with constituency groups and parents/families to build consensus, establish strategic direction, analyze program policies which impact children and youth with special needs, and develop or modify Family Center programs. The Family Center Director is a member of the CSHCS Division management team and associated committees and task forces as required. The Family Center Director possesses an image as a trusted leader based on a high degree of personal integrity and discretion. The Director for the Family Center reports to the MDCH, CSHCS Division Director.

Qualifications include strong interpersonal skills; the ability to work independently as well as within a team; strong oral and written communication skills; ability to work with partners and build consensus; ability to review and analyze program policy and assess impact for families; understanding of the Michigan CSHCS program and experience with CSHCS or similar programs.

Special Requirement:

1. Past or present parent or guardian of a child with special health care needs or past or present sibling caregiver of a child with special health care needs.

Key Responsibilities:

1. Provide overall vision, direction, and management for the Family Center and Family Center staff; and ensure that all programs reflect the value of patient and family centered care.
2. Coordinate the development, implementation, monitoring, and evaluation of the Family Center strategic plan.

3. Direct Family Center programs including the Family Phone Line and the Family Support Network.
4. In partnership with local health departments, health systems, community partners, and state/regional partners, support the development and maintenance of parent and family support structures throughout Michigan.
5. Establish formal mechanisms to generate and incorporate family input into Family Center and CSHCS program development.
6. Represent the perspectives of families on various committees and advisory bodies, and arrange for appropriate parent, youth, and/or family member representatives on committees and advisory bodies.
7. Develop and monitor annual Family Center budget and expenditures and provide financial oversight for all Family Center programs.
8. Responsible for Family Center staff supervision including, but not limited to: hiring, performance management, assuring adequate staff training, assuring up to date staff resources materials; assuring staff development; and yearly staff evaluation. Staff includes parent consultants, youth consultant, administrative support staff, and phone line staff.
9. Participate as an ex-officio member on the CSHCS Advisory Committee and the Children's Special Need (CSN) Fund Advisory Committee.
10. Responsible for annually updating all Family Center program policies and procedures, and for following Southeast Michigan Health Association (SEMHA) policies and procedures.
11. Communicate regularly with the CSHCS Division Director, CSHCS managers, Family Center staff, and Family Center partners providing updates on activities of the Family Center, CSHCS, and state or federal initiatives as appropriate.
12. Develop marketing and public relations activities to increase the visibility of the FC and the promotion of its services through recognized outreach activities to local health departments, managed care plans, and other organizations.
13. Represent the FC program and its mission within MDCH, and at the local, state and national level such as with Association of Maternal Child Health Programs (AMCHP); the national Parent to Parent organization; Family Voices; etc.
14. Responsible for organizing conferences and trainings related to the identified needs of the CYSHCN population, and partnering with other organizations in planning for and presenting

- at trainings and meetings. To include regional family conferences; parent to parent trainings; parent to parent matches; sibling workshops; and youth workshops.
15. Collaborate with organizations within the state to coordinate family centered and community based activities. Organizations to include, but not limited to Michigan Public Health Institute; Family to Family Health Information Center (F2FHIC); Michigan Alliance for Families; Family Voices; Children's Hospitals; local and regional Parent2Parent organizations, Pediatric Regional Centers; Local Health Departments; Medicaid Health Plans; and Parent Leadership in State Government.
 16. Responsible for coordinating all Family Center outreach activities, both for CYSHCN, their families and professionals involved in the care of CSYHCN and their families.
 17. Identify and support youth partners and youth involvement in Family Center activities
 18. Responsible for evaluating Family Center activities and utilizing the data obtained to inform programming and programmatic changes.
 19. Responsible for the supervising the maintenance of the Family Center Parent2Parent and Family Center resources databases.

Job Specifications:

- Demonstrates knowledge and understanding of family-centered, culturally competent, community-based, coordinated care for children, youth and families.
- Demonstrates knowledge of the Six Core Outcomes of the Health Resources and Services Administration (HRSA) Maternal and Child Health Bureau (MCHB) that guide the FC work.
- Demonstrates knowledge and understanding of the needs of CYSHCN and their families.
- Demonstrates knowledge and integration of the concepts of cultural competence; medical home; health home; transition planning; and life course.
- Demonstrates management skills to include planning; organizing; supervising; budgeting; monitoring; evaluation; and strategic planning.
- Demonstrates ability to build consensus among a varied population
- Integrates the concepts of integrity, discretion and confidentiality into all work.
- Demonstrates knowledge of grant recruitment; application; writing.

Education/Experience:

1. Possession of a Bachelor's degree at a minimum.
2. A minimum of two years' experience working with CYSHCN and their families in early childhood intervention services; family support services; or a comparable/relevant related field.
3. The successful candidate will demonstrate a commitment to and understanding of the issues faced by children, youth, and families with special health care needs.