

Southeastern Michigan Health Association
200 Fisher Building 3011 Grand Blvd
Detroit, MI 48202-3011

POSITION TITLE: DIRECTOR OF FAMILY CENTER FOR CHILDREN & YOUTH WITH SPECIAL HEALTH CARE NEEDS

Reports to:	CSHCS Director	Department:	Family Center for CYSHCN – 0730 (& 732)
Classification:	Exempt	Division:	Children’s Special Health Care Services (CSHCS)
Date:	October 8, 2013	Approved:	

POSITION SUMMARY:

Provides leadership for the Family Center for Children and Youth with Special Health Care Needs (FCCYSHCN) and is responsible for consistent achievement of the Family Center program goals and objectives. 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 is responsible for strategic planning, fiscal management, professional and parent education, and staff supervision. 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 Director is a member of the CSHCS Division management team and associated committees and task forces as required. The Director possesses an image as a trusted leader based on a high degree of personal integrity and discretion.

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.

ESSENTIAL FUNCTIONS:

Direct all activities of the Family Center including budget development, monitoring and adjustments as needed for the program

- (a) Supervision of FCCYSHCN staff
- (b) Evaluate FCCYSHCN staff activities, utilizing data obtained to inform programming and programmatic changes
- (c) Supervise the maintenance of the Family Center Parent2Parent and Family Center resources databases
- (d) Establish formal mechanisms to generate and incorporate family input into Family Center and CSHCS program development.
- (e) 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.
- (f) Develop and monitor annual Family Center budget and expenditures and provide financial oversight for all Family Center programs.
- (g) Collaborate and partner 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.
- (h) Coordinate Family Center outreach activities, both for CYSHCN, their families and professionals involved in the care of CSYHCN and their families.
- (i) In collaboration, support the development and maintenance of parent and family support structures
- (j) Develop marketing and public relations activities to increase the visibility of the Family Center FC and the promotion of its services through recognized outreach activities to local health departments, managed care plans, and other organizations.
- (k) Organize conferences and trainings related to the identified needs of the CYSHCN and partner with other organizations for planning and presenting at trainings and meetings to include regional family conferences;

parent to parent trainings; parent to parent matches; sibling workshops; and youth workshops.

JOB QUALIFICATIONS:

1. Must be a past or present parent, guardian or sibling caregiver of a child with special health care needs.
2. Ability to monitor and manage many details simultaneously.
3. Must demonstrate a commitment to and understanding of the issues faced by children, youth, and families with special health care needs

JOB PREREQUISITES:

Ability to communicate effectively - Must have excellent written & verbal skills

Ability to effectively use computer and various software programs – Must have experience with Microsoft Office, social media, and electronic communications.

INDEPENDENT ACTION:

Take disciplinary action regarding staff as per employer rules

Communicate with other organizations regarding information gathering, partnering, collaboration, etc.

SUPERVISORY RESPONSIBILITY:

Responsible for Family Center staff supervision including, but not limited to: hiring, performance management, assuring adequate staff training, assuring up to date staff resource materials; assuring staff development; and yearly staff evaluation. Staff includes parent consultants, youth consultant, administrative support staff, and phone line staff. The FC Director is responsible for annually updating all Family Center program policies and procedures, and for following Southeast Michigan Health Association (SEMHA) policies and procedures.

Current Positions:

Parent consultant/Family Phone Line staff (currently 2 FT)

Parent consultant/local health department Accreditation (currently 2 PT)

Parent consultant/Training (currently 1 FT)

Secretary (currently vacant 1 FT)

Parent consultants to be hired (2 FT)

ADDITIONAL 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. 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.
4. Identify and support youth partners and youth involvement in Family Center activities.
5. Direct Family Center programs including the Family Phone Line and the Family Support Network.
6. Participate as an ex-officio member on the CSHCS Advisory Committee and the Children's Special Need (CSN) Fund Advisory Committee.
7. 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.

8. 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. Demonstrates knowledge and understanding of family-centered, culturally competent, community-based, coordinated care for children, youth and families.
9. 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.
10. Demonstrates knowledge and understanding of the needs of CYSHCN and their families.
11. Demonstrates knowledge and integration of the concepts of cultural competence; medical home; health home; transition planning; and life course.
12. Demonstrates management skills to include planning; organizing; supervising; budgeting; monitoring; evaluation; and strategic planning.
13. Demonstrates ability to build consensus among a varied population
14. Integrates the concepts of integrity, discretion and confidentiality into all work.
15. Demonstrates knowledge of grant recruitment; application; writing.

EDUCATION AND EXPERIENCE:

Bachelor's degree at a minimum.

Minimum two (2) years working with CYSCHN and their families in early childhood intervention services; family support services; or a comparable/relevant related field.

The successful candidate will demonstrate a commitment to and understanding of the issues faced by children, youth, and families with special health care needs.

QUESTIONS FOR APPLICANTS: ANSWERS MUST BE SUBMITTED WITH RESUME FOR THE APPLICANT TO BE CONSIDERED FOR THE POSITION.

1. How has your past experience prepared you to lead Michigan's Family Center for Children and Youth with Special Health Care Needs? (Limit response to no more than two (2) pages.)
2. What does family and patient-centered care mean to you? Describe your experience influencing and/or implementing family and patient-centered care in service delivery, program operations, and/or program policy. (Limit response to no more than two (2) pages.)

Disclaimer: *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.*

Revised: September 1, 2009