



## Bilingual Support Specialist Job Description

### **About FACT:**

Our mission is to empower Oregon families experiencing disability in their pursuit of a whole life by expanding awareness, growing community and equipping families.

### **About the Support Specialist Position:**

The Bilingual Support Specialist is committed to FACT's values, mission, and vision; ensuring the promotion of FACT and works to perform a wide variety of program initiatives on behalf of the organization at the direction of the Director of Operations, such as:

- Acting as the first point of contact for inquiries to FACT; particularly from families who speak Spanish, receiving and providing initial support requested by phone or email, including the support line requests for information, referrals, mentor requests, and administrative office calls
- Collects and monitors data and adheres to FACT reporting protocols
- Provides administrative office and program coordinator support as assigned
- Performs miscellaneous job-related duties as assigned

### **Knowledge, Skills, and Abilities Required Include:**

Demonstrated experience applicable to the duties listed in the job description and experience providing peer-delivered family support (i.e., parent led group, organization, initiative, and/or involvement), and;

- Ability to speak and write in English and Spanish fluently with a good phone presence
- Demonstrates initiative and ability to work both independently and in a team environment
- Strong organizing and planning skills
- Demonstrate cultural competencies in supporting families that speak a language other than English or other underserved/under represented communities
- Demonstrates professionalism, strong interpersonal and communication skills, and the ability to work effectively with a wide range of constituencies in a diverse community
- Knowledge and experience with Microsoft Office Suite, email programs, word processing, and databases
- Knowledge of Person-centered planning



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### **Knowledge, Skills and Abilities Required Include, continued:**

- Experience, knowledge, and understanding of the special education process and disability related systems
- Understands and uses person-first or identity first language
- Demonstrated ability to learn quickly and adapt to expectations
- Data entry and database management skills

### **Distinguishing Characteristics:**

The strongest consideration will be given to a candidate with demonstrated proficiency in understanding FACT's values, mission, and vision, and experience with people experiencing disability - traits often possessed by the parent of a child experiencing disability.

### **Work Environment:**

- Work is normally performed in a typical office work environment.
- Activities and events often require working in the evening or weekend and some travel may be required

### ***Disclaimer:***

*This description is intended to describe the general nature and level of the position, and should not be construed as an exhaustive list of all responsibilities, duties, and skills required.*