



## Director of Parent Services

*This position requires the candidate to live and work locally to best serve the staff and clients.*

### Organization Overview

[Matrix Parent Network and Resource Center](#), a nonprofit corporation located in San Rafael, CA, has provided support to parents and families with children with special needs since 1983. Our budget is approximately \$1 million. Our primary service area is Marin, Sonoma, Napa and Solano counties. We also provide referrals and support to parents in the counties of Alpine, Amador, Butte, Colusa, Glenn, Lake, Lassen, Mendocino, Modoc, Sutter, Tehama, Yolo, and Yuba. Matrix provides critical forms of support to parents, including a parent call-center and family resource center that provides support and referrals to parents, educational workshops and training, peer support in English and Spanish, educational materials, and support to parents and families during IEP/school meetings. We are excited about the opportunities to expand our services to parents and families with children with special needs.

Matrix is the recipient of funding through the CA Department of Developmental Services and the Federal Office of Special Education Programs. Matrix works in partnership with similar organizations in the south bay, east bay and northern CA region.

### Position Summary

The Director of Parent Services supervises and manages a team of Parent Advisors and two program managers who work with families that have children with disabilities and special needs. The Director leads the team to achieve the activities, goals and objectives of several state and federal grants that provide important outreach, education, referral and engagement services for these families. The Director participates in service model revision planning, membership program creation and planning, program curriculum development and implementation, state and national team meetings with other regions, and is seen as a key decision maker and contributor to the field of special needs and special education. In addition, the Program Director may develop new programs to meet clients' needs; provide direct services to clients as needed; meet with staff of the county regional centers and schools districts/offices of education to advocate for these and added services. The Director ensures that all Federal and State grant deliverables are met and quarterly, biannual, and annual grant reports are filed with the appropriate agencies.

Our ideal candidate is a highly motivated and energetic team builder with experience managing people in a positive and inspiring manner, who is forward thinking and passionate about the delivery of services to our client families. The candidate sees her/himself as a change maker who can advocate for the client community and build coalitions that lead to system and process changes for how client families are served by key institutions. The candidate has demonstrated knowledge and experience with related service systems, is able to manage multiple priorities, and possesses a unique and compassionate understanding of the parents' perspective and of disabilities issues.

### BOARD OF DIRECTORS:

#### President:

Colleen Arnold

#### Vice President:

Alexis Lynch

#### Treasurer:

Kat Fahy

Heather Johnson

Serena Makofsky

Sarah Ponsford

Nicole Wehr

#### Interim Executive Director:

Beth Schecter

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#### Serving 18 Northern California Counties:

Alpine • Amador • Butte  
Colusa • Glenn • Lake  
Lassen • Marin • Mendocino  
Modoc • Napa • Shasta  
Solano • Sonoma • Sutter  
Tehama • Yolo • Yuba

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California 94903  
800.578.2592 tel  
415.884.3555 fax

## **Responsibilities and Duties**

- Manage 2-3 state and federal grants and contracts of approximately \$600,000 that fund family empowerment centers and educational and supportive programs for the client community
- Produce program reports to funding agencies and ensure grant deliverables are achieved
- Oversee recruiting and training of new Parent Advisors (PA)
- Supervise and mentor Parent Advisor managers and a portion of PA staff
- Coordinate PAs schedules, including Helpline and summer project schedules
- Conduct and/or organize PA monthly one-on-one meetings, weekly team meetings, formal evaluations and annual reviews, and develop professional development program for including use of Data Management system
- Develop and update policies/protocols for data entry, helpline/helpline email, etc. (issues related to parent services)
- Create and maintain the parent training and workshops calendar for clients and those who serve them (social workers, special education teachers, etc.)
- Initiate and maintain collaborative relationships with related community agencies and institutions in order to create an excellent continuum of care for clients
- Attend community meetings with key stakeholders to represent the Matrix programs
- Some direct service to respond to phone calls from parents and professionals regarding information on special education, disabilities and IEPs and other concerns as requested
- Occasionally deliver direct service to clients through consults, workshops, trainings, support groups and special events
- Maintain accurate and up-to-date knowledge of disabilities, education, agencies and services
- Manage the vetting/dissemination of resource materials, online library and office library
- Write articles, edit and contribute news/links to Matrix newsletters and published materials

## **Qualifications and Skills**

- BA/BS in Education, Health, Special Education or a related field required
- Minimum of 4 to 6 years of experience at a director level, supervising staff and being accountable for reporting and achieving contract goals on time
- Experience working within a government or nonprofit organizations
- Expertise and passion for working with families with disabilities and knowledge of special education
- We encourage a parent, guardian, or sibling of a child with a disability to apply
- Knowledge of Special Education and Early Start (birth to age three) programs
- Excellent communication skills, both written and oral
- Excellent interpersonal skills with demonstrated skills in leading and building teams
- Demonstrated willingness to learn
- Demonstrated knowledge of appropriate service systems
- Ability to manage multiple priorities
- Ability to work independently and as a member of a team
- Possess basic computer skills
- Personal skills in working with families during stressful times
- Evidence of extraordinary understanding of the parents perspective and deep understanding of disability issues

## **Benefits and Salary**

- Exempt, Salary DOE, FT or PT job sharing available based on availability; minimum of 24 hours per week (60% time)
- Medical Benefits
- Vacation and Sick Time

- We believe in work-life balance and aligning our workloads with this value
- Flexible schedule, with some telecommuting allowed; locally based required
- Possible part-time employment with the right candidate

### **Equal Opportunity Employer**

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin or any other status protected by applicable laws or regulations.

### **Application Process**

To apply please send a cover letter expressing your interest in this position and why you should be considered for the job. Also include your resume/vitae detailing your related job experiences. Resume must include the name of companies/organizations where you have worked, position title, years employed, educational background, and other training and community service or experiences related to this position.

Send these documents to [beths@matrixparents.org](mailto:beths@matrixparents.org)

We will contact all candidates whose background and experiences are specifically relevant to the position and meet our requirements.

Thank you for your interest in Matrix Parent Services!