



NEW FAMILY AND MEDICAL OUTREACH COORDINATOR

Down Syndrome Network of Montgomery County (DSNMC)

Rockville, MD

www.dsnmc.org

Hours: 5 hours/week (additional hours possible with growth of program), part-time

Location: Remote/home office, with in-person responsibilities in Montgomery County, Maryland

Position Overview:

The Down Syndrome Network of Montgomery County (DSNMC) invites applications and inquiries for our new part-time New Family and Medical Outreach Coordinator position (The Coordinator). This role has a long history at DSNMC but was previously a volunteer position.

The Coordinator plays a key role in coordinating, growing and expanding the organization's New Family Outreach and Medical Outreach initiatives. The Coordinator serves as DSNMC's point person for area families receiving a prenatal or postnatal diagnosis of Down syndrome, as well as area hospitals and medical professionals who may refer families to DSNMC. When a new family is connected with DSNMC, the Coordinator assigns follow-up to trained "first call" volunteers who are part of DSNMC's New Family Outreach Committee. The Coordinator also maintains relationships with existing referral partners, cultivates relationships with new referral partners, and ensures these partners have the latest information about DSNMC's New Family Outreach program.

The Coordinator reports to the Executive Director and works collaboratively with DSNMC's Program Coordinator, our Communications Coordinator, trained volunteers, and our board of directors to implement New Family and Medical Outreach initiatives and programs to support the organization's mission.

DSNMC is seeking a self-starter with high energy and excellent organizational and time management skills who is able to work independently without daily supervision. Our New Family and Medical Outreach Coordinator must demonstrate sensitivity, awareness, and commitment to supporting individuals with Down syndrome and their families. The ideal candidate will possess excellent customer service skills and enjoy interfacing with our members and stakeholders; possess strong computer skills, including comfort independently problem-solving and working with the many technological platforms that support our work. The Coordinator must have a positive

can-do attitude and be comfortable delegating tasks to DSNMC's trained "first call" volunteers and to board members when needed.

Role and Responsibilities:

- Coordinate the New Family Outreach Committee of trained "first call" volunteers, including hosting virtual committee meetings and helping committee members engage. (Committee meetings are currently held monthly or semi-monthly in the evening, as many first call volunteers have day jobs and younger children.)
- Serve as the point person responding to new family referrals and ensure they're assigned to a first call volunteer in a timely way, and that a first call is carried out in a timely manner.
- As needed, coordinate outreach to other committee members, to DSNMC staff and board, and/or to DSNMC's members, to help connect new families to the information or support they need – such as when a family needs follow-up information, referrals or connection beyond the capacity or experience of the assigned first call volunteer. (Note the Coordinator does not need to have the answers, rather they help create connections with those who can help.)
- Serve as lead liaison to our existing referral partners for new families, including area hospitals, genetics counselors, and the Montgomery County Infants and Toddlers Program. Help set up new referral relationships with additional partners.
- Ensure good record-keeping, from first call tracking to meeting minutes and records.
- Oversee the production of new family welcome bags (or delegate and oversee these roles), including maintaining inventory, delivering bags to first call volunteers to give to families, and delivering bags to referral partners when they run out.
- Coordinate new family breakfasts (and other in-person and virtual programming as needed), including organizing preparation and onsite management of breakfasts. These breakfasts are currently held several times per year. Organize the involvement of New Family Outreach Committee volunteers, fellow DSNMC staff and DSNMC board in new family breakfasts, including delegating tasks for planning, setup and cleanup.
- Collaborate with DSNMC Communications Coordinator to develop resources needed to support the New Family and Medical Outreach Programs.

Experience and Skills:

- Excellent customer service and interpersonal skills. Ability to represent DSNMC professionally in person, via email, and by phone.
- Excellent, proven attention to detail and ability to track and prioritize many tasks simultaneously.
- Demonstrated ability to manage projects with multiple stakeholders and prioritize work.
- Experience with event logistics and execution preferred.

- Strong computer and technological problem-solving skills. Proficiency in Google Office Suite (Google Docs, Google Sheets), Microsoft and social media.
- Ability to work periodic nights and weekends as needed for New Family Outreach Committee meetings and periodic New Family events, like our New Family Breakfasts held several times per year.
- Proficiency in English required. Proficiency in Spanish is a plus.
- Passion for serving people with intellectual and developmental disabilities.
- Commitment to diversity, equity, and inclusion.

Salary, Hours and Availability:

This is a part-time, position averaging approximately 5 hours per week. Hourly wages start at \$20/hour, commensurate with experience.

Hours will vary from week to week depending on need and any scheduled programming. It is hard to predict when referrals from new families will be received. Some weeks are quiet, while other weeks we may receive multiple referrals. Flexibility in the exact hours worked each week is important and valuable for this role.

In coordination with the Executive Director, the Program Coordinator and the Communications Coordinator, the New Family and Medical Outreach Coordinator can set their own schedule each week while ensuring timely responsiveness to DSNMC new families, referral partners, committee volunteers and others.

The Coordinator will participate in select DSNMC events throughout the year, which will include periodic night and weekend work as noted above.

The Coordinator will work remotely from a home office or other location. An office space and computer are not provided by DSNMC. The position does not include benefits.

ABOUT DSNMC

DSNMC is a 501(c)3 non-profit organization whose mission is to empower and support individuals with Down syndrome, their families and the community through education, information, public awareness and advocacy.

The vision of the Down Syndrome Network of Montgomery County is to be a comprehensive resource on Down syndrome in the Washington, DC metro area. We envision a community where all people with Down syndrome can achieve their full potential, and where individuals with Down syndrome and their families are welcomed with fairness, enthusiasm and encouragement in the community.

For more information about DSNMC, visit our website, www.dsnmc.org.

How to Apply:

Please submit a cover letter and resume via email to brooke@dsnmc.org with “New Family and Medical Outreach Coordinator Application” in the subject line. Your cover letter should include what interests you about the position and your relevant qualifications for the position.

Applications will be considered on a rolling basis. The position will remain open until May 31, 2023 or until the position has been filled.

DSNMC is an Equal Opportunity Employer. All qualified candidates are encouraged to apply and will receive consideration for employment without regard to race, sex, sexual orientation, gender identity, age, religion, national origin, marital status, veteran status, disability, or other categories protected by law.