

**Job Title:** Bilingual (English/Spanish) Data and Program Support Specialist  
**Reports To:** Program Director  
**FLSA Status:** Full-Time (35 hours/week); Non-Exempt  
**Pay Range:** \$14.00-\$18.00/Hour  
**Coverage Area:** Henderson and Polk Counties  
**Primary Location:** 525 N Justice Street, Hendersonville, NC 28739

## **Who We Are**

Smart Start Partnership for Children, Inc. (SSPFC) is an early childhood non-profit organization that supports, educates and advocates to build a strong foundation for young children in our community. For the past 21 years we have provided programming and services in education, health and family engagement. SSPFC is a trusted convener and facilitator creating an open environment for developing collaborative relationships and advancing new ideas and strategies. Through our programs and partnerships, we provide opportunities, shape practice, affect policy and support innovation. To learn more, visit our website at [www.smartstartpfc.org](http://www.smartstartpfc.org).

## **Family Connects**

The Family Connects activity is an evidence-based and successfully demonstrated program that connects parents of newborns to the community resources they need through postpartum nurse home visits. As a community-based program, Family Connects supports new parents in caring for their newborn(s), offers physical assessments of the birthing parent and the baby, addresses questions about caring for the newborn(s), identifies parents' needs, and helps to identify community services or resources that can meet those needs. In addition, through this connection to resources, Family Connects helps to identify gaps in critical community-wide resources with the goal of working toward increasing needed services locally.

## **Position Summary**

The Bilingual Family Connects Data and Program Support Specialist works with a team of nurses to assist in coordinating Family Connects cases, including scheduling virtual home visits for families in the birthing hospital, making phone calls to schedule families missed during the hospital visits, scheduling and coordinating visits and assignments for the nurses, fielding our public information lines to answer questions and reschedule parents, and conducting post visit follow-up phone calls with each family for the purpose of monitoring customer satisfaction and tracking referral outcomes.

The Data and Program Support Specialist also oversees all aspects of data collection, maintenance, and reporting for the Family Connects site. This person acts as database super-user to assist other site staff with day-to-day use of the Salesforce database. The Data and Program Support Specialist is a liaison/point person between a site and Family Connects International when it comes to reporting bugs, enhancements, and requests related to the database. They will also be responsible for tracking database access; data checking, verification, and correction; building of datasets for analysis; and other processing as required.

Services will be provided in English and/or Spanish.

## **Primary Responsibilities**

1. Assist in scheduling of all nurse assignments and manage client database.
2. Assist with in-hospital recruiting as needed:
  - a. Establish initial contact with families at local birthing hospitals. Successfully engage and recruit families for nurse home visits.
  - b. Build relationships with hospital birth center management and staff including attending meetings, providing educational in-services, and troubleshooting recruitment problems.
3. Follow up with clients by phone that are missed during in-hospital recruiting.
4. Conduct post-visit connection (PVC) phone calls with families, track services contacted and received, and provide re-referrals when necessary.
5. Handle mailing of materials and PVC surveys.
6. Act as primary public contact to answer questions and reschedule home visits as needed through the public office line in English and/or Spanish, or by using email and an online scheduling tool. Follow up with families in a timely manner, show good customer service and coordinate coverage in this area when not in the office.
7. Work as an active member of the Family Connects team by attending all regular staff meetings, Family Connects planning meetings, in-service trainings, and other meetings as required.
8. Support site staff with ensuring quality and accuracy of Salesforce data.
9. Create Salesforce reports to address internal data inquiries.
10. Review Salesforce Quality Assurance reports on a regular basis to ensure complete documentation. This may require follow-up with site staff for corrections.
11. Serve as point person between site and FCI around data questions and clarifications.
12. Complete other duties and tasks as assigned by program leadership.

## **Skills and Qualifications**

1. Associate's Degree or equivalent in human services or closely related field, preferred.
2. Excellent verbal and written communication skills with strong attention to detail and multitasking skills.
3. Demonstrated ability for collaborative work in a team environment, as well as ability to work independently to meet expected deadlines.
4. Ability to work well with diverse populations through inclusive and culturally responsive practices.
5. Proficiency with Microsoft Office Suite and database management.
6. Must be able to work occasional evenings, holidays and weekends.
7. Must be able to lift 25lbs.
8. Must possess a valid North Carolina driver's license and own transportation.
9. Spanish fluency required.

*The above statements describe the general nature and level of work being performed by individuals in this position. The list is not intended to be an exhaustive list of all responsibilities and duties required of personnel.*

## **Benefits**

- \$500/month Salary Supplement (in addition to wages)
- Flexible work hours
- 24 days a year off for vacation, holiday, and family/community involvement leave
- 12 days a year off for sick leave (accrued at 1 day per month)
- 401(k) plan
- Cell phone stipend

## **Equal Opportunity**

As part of our commitment to center equity in our work, Black, Latinx, Indigenous, and others who identify as nonwhite, people with disabilities, members of the LGBTQ+ community are encouraged to apply for this role.

## **Apply**

Please submit a cover letter and resume highlighting your experience and interest to [kelly@smartstartpfc.org](mailto:kelly@smartstartpfc.org). Submissions will be reviewed as received and the position will remain open until filled.