



Parent Training and Information Center (PTI) Lead

Position Summary: Oversees federally-funded Parent Training and Information Center (PTI) program, ensuring that project expectations are met and exceeded when possible. Provides feedback and support to staff and acts as project expert.

Essential Duties and Responsibilities:

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

- Ensure that deliverables/project expectations are met and exceeded when possible
- Develop training plans for onboarding staff.
- Provide feedback and support to staff.
- Regularly review team schedules and ensure office coverage is available.
- Ensure that family and professional contacts are responded to in a timely (36 hour) manner. This may involve reviewing intake logs.
- Ensure that workshops or other trainings are scheduled and delivered according to PRO standards. Provide feedback on presentations when applicable.
- Coordinate publication updates and review processes.
- Represent project/PRO at relevant meetings, conferences and committees.
- Ensure that team has professional development opportunities, including updates on trends and changing laws or policies.
- Ensure that team data entered is complete and accurate and timely.
- Identify opportunities to expand the scope and financing of program areas.
- Consult regularly with Business Manager to stay aware of budget and cost issues.
- Meet regularly with project team.
- Partner with and communicate with fellow leads and consistently attend leads meeting.
- Communicate regularly with Executive Director on issues/progress related to performance, personnel, travel and other issues.
- Regularly review program progress and make suggestions for adjustments when necessary.
- Support volunteer trainings and establish mechanisms for volunteer involvement/parent leadership development.
- Support cross-training efforts between teams.
- Participate in reporting process by providing reports and data in a timely manner
- Provide role modeling in terms of PRO values and professionalism at all times.
- Provides support to families to include (but not limited to); emotional support, relationship building, connecting families to resources and other agencies, connecting families to other families, and supporting families in understanding information and resources.
- Assist in the development, delivery and evaluation of project activities.
- Assist in the preparation of project materials and resources relating to project activities.
- Assist in the recruitment and training and direction of volunteers to assist the project.
- Maintains communication with other agencies or organizations to support project objectives.

- Performs other incidental and related duties as required and assigned (including funder specified projects).

Knowledge, Skills, and Abilities:

- Knowledge of Americans with Disabilities Act (ADA), Individuals with Disabilities Education Act (IDEA) and New Mexico state policies regarding special education.
- Skilled at supporting and training staff.
- Experience supporting families of children with disabilities in educational settings.
- Ability to understand family needs, provide emotional and technical support to family members.
- Knowledge and understanding of training methods, techniques, and formats.
- Knowledge of curriculum development and preparation procedures.
- Knowledge of other systems that impact families including, but not limited to, early childhood programs, health care services, social security programs.
- Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
- Ability to design, develop, implement, deliver, and evaluate training plans, curricula, and methodology.
- Ability to prepare accurate, complete and legible reports and create and present detailed and effective speeches and presentations.
- Ability to exhibit excellent customer service skills.
- Ability to read, write and understand English.
- Ability to carry out instructions in verbal and written format.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds and people with disabilities.
- Ability to work extended hours and various work schedules.
- Ability to maintain confidentiality.
- Ability to work independently and demonstrate time management skills.
- Ability to handle multiple tasks and meet deadlines.

Minimum Qualifications: The requirements listed below are representative of the knowledge, skills, and or abilities required for the position.

- Associate's Degree in Social work or related field plus a minimum of 3 years of experience in community outreach or human services field; **or** equivalent combination of education and experience.
- Bilingual is preferred.
- Individuals must be able to pass a criminal background check.
- Valid New Mexico driver's license, liability insurance, insurability under the agency insurance carrier, dependable vehicle, and a clean driving record.

To apply: Submit a cover letter, resume and application (available at parentsreachingout.org) to:

Parents Reaching Out, 1920 B Columbia SE , Albuquerque, NM 87106, (505) 247-0192

nsandweiss@parentsreachingout.org