

PROGRAM FACILITATOR (FAMILY EDUCATION ADVOCATE)

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for coordinating and conducting a training program for parents of children who could potentially be classified as PINS (Person in Need of Supervision). The incumbent is also responsible for educating parents about due process rights and how to become active members of the child's educational planning in order to assist the child in becoming more successful in school. The work is performed under general supervision with leeway for independently performing most duties of the position. The incumbent works in conjunction with DFS Case Managers who provide the Family Education Advocate with appropriate referrals. Supervision is not a requirement of the position.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Plans, develops and implements programs to educate parents of potential PINS students to ensure a clear understanding of parent rights, child rights, school district rights, due process and

resource options;

Explains the special education process to parents of children having been referred to the Committee on Special Education (SCE) or the Committee on Preschool Special Education (CPSE) in order to empower the parents of children with special needs;

Explains eligibility requirements and resources available in Sullivan County to parents of children with special needs;

Assists family in understanding the specific school district student handbook, student programs and services, regulation education, special education, team meetings pre-referral services and other related services;

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Explains what an Individualized Education Program (IEP) is to parents of children with special needs, the role of the parent and the benefits of active involvement in their child's IEP;

Designs, develops and distributes literature, brochures and advertising for program promotion and community education purposes;

Assists in helping parents understand the importance of effective communication/listening skills for building better relationships and keeping those relationships in multiple domains (school, home and community);

May serve as a liaison between parents, children and school district personnel;

Maintains appropriate records and contact with DFS caseworker as needed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of federal, state and local regulations governing special education; ability to plan, develop, implement and evaluate educational programs, including the development and delivery of presentations; ability to operate a personal computer and utilize common office software programs, including word processing and desktop publishing; ability to understand and interpret complex oral instructions and/or written directions; ability to understand and empathize with the needs and concerns of others; ability to demonstrate and instruct others using role-playing techniques; and ability to deal effectively with the public and to maintain effective working relationships with others.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in Education, Special

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Education, Nursing, Social Work or related field; or

- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in one of the academic areas stated in (A) and two (2) years of experience working with children with special needs; or
- (C) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience as defined in (B) above; or
- (D) An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Originated: 02/09/04
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

Revised and Replaced in Classplan: 2/28/2023
Revised and Replaced in Classplan: 5/12/2025 (Edu)