



Job Title: Bilingual Program Specialist

Organization: VELA

Location: Austin, Texas

Position: Part Time Employee, 20 hours

About Us:

When told that your child has a disability, your life changes. Acronym-filled paperwork, doctors, therapy sessions, and special education meetings become your new normal. Research shows parent involvement to be the greatest indicator of positive outcomes for children with disabilities, yet parents report feelings of powerlessness when navigating doctors, therapies and special education for their child. This is where VELA steps in- we partner with families and provide knowledge, empowerment, resilience and community. Through our courses and wraparound services, parents learn how to support their child's strengths and needs, navigate medical and special education services, connect to community resources and become their child's greatest expert. In the last twelve years, VELA has grown from a 100% volunteer-run agency to having 11 staff, a strategic board, and a community of volunteers that serves over 2,500 families annually. VELA is values-driven, innovative and intentional and we love what we do.

Position Summary:

VELA is seeking a highly motivated, values-driven and experienced Part Time Intake & Program Specialist to join our team. The position will play a crucial role in connecting with families, managing provider referrals, maintaining accurate documentation, providing administrative support and assisting with outreach and recruitment efforts. At least 50% of the work will be completed in Spanish- written and spoken. Above all, they will share our passion for the VELA mission and be dedicated to empowering families of children with disabilities.

This is a hybrid position. VELA's hybrid work model combines remote work with in-office presence two days a week.

Key Responsibilities:

Family Support and Resource Connection:

- Answer and respond to telephone calls, emails, voice messages and online referrals
- Assess level of need for incoming families and enroll them in the appropriate programming within VELA
- Communicate with facilitators to bridge connection from enrollment to program participation
- Support staff with connecting families to external service providers or resources as needed
- Serve as a liaison between families and external service providers to facilitate access to necessary support services and resources.
- Maintain strict confidentiality of client information in compliance with HIPAA regulations

Outreach and Referral Management:

- Support promotion of VELA's services with providers through outreach activities including flyer drop offs, emails, phone calls, etc
- Receive and process referrals for families referred to VELA by healthcare providers, schools and other agencies and organizations to create course lists.
- Maintain records of provider contacts and referral status updates.

Administrative Support:

- Support with preparation for in-person and virtual programming, including compiling and mailing curriculum
- Identifying and compiling community events and resources for families to be shared with staff
- Provide support in maintaining an organized office and classroom space
- Support with other agency programming activities and events as needed

Documentation and Database Management:

- Support with documentation, data entry, communication and reporting using program database
- Accurately document all interactions with families and providers in the program database.

Requirements

- Available Monday-Friday, 9:00am-1:00pm- Hybrid schedule with two in person office days in our East Austin office
- Written and oral fluency in both English and Spanish is required- native spanish speaker preferred
- Proven ability to complete some work remotely
- Must have reliable transportation and a driver's license
- Able to lift 20 pounds independently

Desired Qualifications:

- Bachelor's degree in social work, psychology, human services, or a related field highly preferred
- Experience working with diverse families and understanding of the needs of marginalized and underserved populations of varying cultures and ethnicities is highly preferred
- Minimum of 1 year experience working in social services or nonprofit sector preferred
- Strong communication skills, both verbal and written, with the ability to convey empathy and understanding
- Excellent organizational skills and attention to detail, with the ability to multitask and prioritize responsibilities
- Familiarity with Google Suite (Gmail, Google Docs, Google Sheets) for communication and document management. Data entry experience preferred
- Passion for supporting families of children with disabilities and a commitment to the mission of VELA
- VELA program graduate preferred

How to Apply:

Please submit your resume and a cover letter outlining your qualifications and interest in the position to imelda@velafamilies.org with the subject line Bilingual Intake & Program Specialist.

Applications will be reviewed on a rolling basis until the position is filled. VELA is an equal opportunity employer committed to diversity and inclusion in the workplace. We encourage individuals from all backgrounds to apply. **No phone calls.**

Compensation and Hours

This is a part time salaried position, 20 hours per week. Salary ranges from \$23,000-25,000 annually depending on experience. Benefits include an additional \$300/month healthcare stipend, two weeks of paid time off and flexible working hours.