



JOB DESCRIPTION

Parent Engagement Manager (Bilingual)

Position Overview

The Parent Engagement Manager is a detail-oriented project manager who excels at managing calendars, meeting details, tracking information, and organizing bilingual events, with a very personalized approach. Their goal is to help parents – the true experts on their children’s health care – become powerful advocates for policy change. NC Child’s Parent Advisory Council (PAC) is made up of 18 parents and caregivers across the state who reflect the diversity of those who are served by NC’s Medicaid program in terms of race, ethnicity, and geography. Approximately 1/4 of our PAC members speak Spanish as a first language.

The Parent Engagement Manager is in charge of coordination and support of NC Child’s Parent Advisory Council (PAC). This position plans, organizes, and facilitates PAC meetings and events. They coordinate resources to further support members, serving as a liaison between the PAC and stakeholders. They work with PAC members and NC Child staff to identify, develop, and advance priorities for policy advocacy through story collection and evaluation. This is a highly collaborative position, working with all 18 PAC members, as well as the Co-Director of Community Engagement, NC Child Health Policy Director, Communications team, and other NC Child staff.

Position Description

NC Child’s Parent Advisory Council is an advocacy group of parents and caregivers from across the state whose children rely on Medicaid for their health care. The goal of the Parent Advisory Council is to ensure that the true experts on Medicaid and NC Health Choice have a say in how these critical programs work for North Carolina’s children.

This position will organize PAC meetings and events and ensure that PAC members have what they need to participate fully. The Parent Engagement Manager will facilitate the evaluation of the PAC as a model for community-driven policy change. PAC members have interviewed members of their own communities about their experiences with health care, for themselves and their children. Those interviews will inform NC Child’s policy choices, campaign work, and media advocacy. The Parent Engagement Manager will support PAC members in evaluating the data and working with policy staff to develop policy recommendations for advocacy. In addition, the Parent Engagement Manager will act as the point person for PAC members,

including addressing challenges they face with public benefits and services like Medicaid, NC Health Choice, and others.

Deadline to Apply: January 23, 2023

To apply, please review the Job Description in full, then follow the directions on NC Child’s website: <https://ncchild.org/careers/pemgr-bilingual/>.

About NC Child

NC Child builds a strong North Carolina by advancing public policies to ensure that all children—regardless of race, ethnicity, or place of birth — have the opportunity to thrive. NC Child is a 501(c)(3) nonprofit organization based in Raleigh, NC. NC Child is an equal opportunity employer. We encourage people of all backgrounds and identities to apply for this position.

Position Description: The Parent Engagement Manager is a detail-oriented project manager who excels at managing calendars, meeting details, tracking information, and organizing bilingual events, with a very personalized approach. Their goal is to help parents – the true experts on their children’s health care – become powerful advocates for policy change. They are comfortable speaking both English and Spanish at work.

Position Type: Full-Time

Salary Range: NC Child offers a competitive salary and benefits package, including health and dental insurance, paid sick days, vacation, paid family leave, and a commitment to professional development. Learn more about our benefits [here](#). The salary range for this position is \$53,000-\$61,000/year depending on training and experience.

Reports to: Co-Director of Community Engagement (La-Mine Perkins)

Responsibilities

1. Serve as a trusted and responsive resource to every Parent Advisory Council (PAC) member:
 - a. Serve as the primary point of contact for PAC members, and act as a liaison between the PAC and NC Child Staff;
 - b. Connect one-on-one with each PAC member at least monthly to ensure they are aware of upcoming activities and answer any questions;
 - c. Maintain and update the PAC Facebook group several times a week with relevant information, and discussion with PAC members;

- d. Provide strengths-based coaching and support for PAC members as needed, both one-on-one and in small groups; and
 - e. Keep PAC members informed of NC Child policy priorities and opportunities for greater levels of engagement.
- 2. Oversee all aspects of PAC meeting planning, execution, and follow-up:
 - a. Develop and maintain annual PAC Calendar of meetings and events;
 - b. Ensure timely communication with PAC members about upcoming meetings, opportunities for advocacy, and skill development using email, phone calls, text messages, and private Facebook group;
 - c. Develop meeting agendas in consultation with NC Child teammates;
 - d. Organize and facilitate monthly and quarterly meetings with PAC members;
 - e. Secure language interpretation, guest participation, presenters, evaluation, and administrative support for all PAC meetings and events;
 - f. Conduct timely post-meeting follow up including requesting stipends, and sharing meeting notes and photos with the group.
- 3. Provide project management for multiple PAC projects including (but not limited to) PAC evaluation, skill-development training, developing presentations, and advocacy opportunities:
 - a. Coordinate between the PAC, NC Child staff, and contractors to ensure that the PAC's projects have the resources they need, and are meeting stated goals; and
 - b. Assist with planning, conducting, and follow-up for meetings relevant to specific projects.
- 4. Data Management
 - a. Track PAC Member grassroots advocacy, administrative advocacy, presentations, and engagement in NC Child's database systems (EveryAction and Airtable); and
 - b. Help implement, test, and refine tracking system to monitor PAC activities and achievements.
- 5. Provide consultation to staff, partners, and stakeholders:
 - a. Respond to partner requests for consultation on parent engagement strategies and best practices;

- b. Identify and coordinate opportunities to advance PAC members' skills and knowledge with external partners;
- c. Help PAC members engage with decision-makers in key departments at NC DHHS; and
- d. NC Child manages several long-term projects to engage impacted families in public policy development, including the Care and Learning initiative (CandL), the EarlyWell Initiative, and others. The Parent Engagement Manager will be tapped from time to time to provide consultation, engagement, and followup with impacted families and local partner organizations.

6. Other Duties

- a. Attend regular NC Child team meetings and Friday legislative updates to stay abreast of NC Child policy priorities, and opportunities for PAC members to engage;
- b. Collaborate with the Community Engagement Co-Directors and other staff in regular evaluation and strategic development of NC Child's community engagement efforts;
- c. Participate in NC Child staff and team meetings, internal committees, race equity processes, and other activities to support the overall work of the agency; and
- d. Support grant reporting, grant writing, and other fundraising efforts as needed. This will include tracking data, providing regular written and verbal reports, and participating in meetings with funders as needed.

Qualifications

Candidates should demonstrate the following required skills and /or traits:

- Outstanding interpersonal relationship-building skills;
- Bilingual (Spanish/English);
- A strong commitment to racial equity and centering the voices and experiences of those who have participated in Medicaid and other public benefit programs;
- Excellent organization and project management skills, with the ability to manage multiple projects simultaneously;
- Strong skills in meeting facilitation, both in person and on Zoom;
- High level of comfort with standard office software including Microsoft Office suite, Outlook, Google Drive, and Zoom;
- Ability to solve problems creatively, and try again (and again) when your first solution doesn't work;
- Excellent written and verbal communication skills;
- Ability to work both independently, and collaboratively with diverse partners;

- A strong commitment to NC Child’s mission and core values;
- Collaborative team player who appreciates and contributes to a diverse work environment;
- Ability to work flexible hours, including some Saturdays and evenings;
- Ability to pivot quickly and adjust to an ever-changing political and non-profit environment. This means being able to multi-task, prioritize and re-prioritize as needed to get the job done.
- A really good sense of humor. This work is hard. It challenges us every day. It can be frustrating and sometimes overwhelming. The ability to find humor in the everyday is recommended as part of the skill set of strong candidates.
- Kindness and compassion for others. NC Child believes that how we go about doing our work is as important as the end results. Demonstrating kindness and compassion with our team members, our allies and stakeholders, and with those who may not always agree with our positions, is part of what makes our agency strong. The ideal candidate will share this value.

Bonus Skills & Experience

The followings skills and/or experience are NOT required. However, please let us know if you would bring any of these assets to the organization:

- Lived/ direct experience with NC Medicaid or other child and family programs;
- Experience working with families with diverse backgrounds and experiences;
- Experience working with EveryAction, Airtable or other CRMs & digital organizing tools; and
- Experience working with the media.

Position Requirements

The Parent Engagement Manager is a full-time position (40 hours/week).

The Parent Engagement Manager must be able to travel to the NC Child office in Raleigh regularly and easily. The Parent Engagement Manager will be needed in Raleigh and at other locations in the Triangle regularly, and may need to travel around and outside the state for meetings and events. Staff members are reimbursed for all mileage traveled to project sites at the standard IRS mileage rate.

NC Child uses a hybrid work model. Much of the work in this position may be done remotely, as determined by the Parent Engagement Manager and their supervisor.

NC Child requires staff to be vaccinated against COVID-19.

How to Apply

1. After reviewing the full job description (English or Spanish), please complete the application form [on NC Child's website](#).
2. You will need to upload your Cover Letter, Resume, and a list of 3 professional references.
3. In your cover letter, please share:
 - a. What most interests you about this position, and
 - b. Your experience with facilitating bilingual groups and/or meetings.
4. Your Cover Letter and Resume should be no more than two pages each.
5. The Cover Letter, Resume and List of References should be uploaded as .doc, .docx, or .pdf files. Incomplete applications will not be considered.

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