



Program Specialist, Central/Eastern Washington

About Reach Out and Read in Washington

Reach Out and Read gives young children a foundation for success by incorporating books into pediatric care and encouraging families to read aloud together. Equity principles underlie everything we do, as we prioritize children and families furthest from opportunity. We strive toward a statewide goal of kindergarten readiness for all children by supporting the critical role of parents during the earliest months and year of life. Our evidence-based, proven program leverages the health care system and the influence of children's doctors by making literacy promotion a standard part of well-child checkups from birth through 5 years. Reach Out and Read supports parents as their child's first teacher and helps children be ready for kindergarten. Continually growing across Washington State, Reach Out and Read currently has 1,700 medical providers serving an estimated 110,000 children and their families in 215 medical clinic locations in 31 counties. Reach Out and Read Washington State is part of Reach Out and Read, Inc., a national not-for profit 501(c)3 organization. For more information visit:

www.reachoutandreadwa.org.

Position Summary

The Program Specialist ensures that high-quality Reach Out and Read programs are delivered to children and families in their assigned region. This is a highly relational job, both within a tight-knit virtual team, and when working directly to support our medical and clinic partners. It requires a commitment to equity combined with the ability to influence without direct authority and diagnose systems challenges, while respecting and supporting clinic and family cultures. By establishing collaborative relationships with medical providers and staff at multiple program sites and providing professional development services and technical assistance, the Program Specialist provides the support programs need to operate with strong fidelity to the Reach Out and Read model. The Program Specialist has frequent contact with their assigned programs through in-person visits and phone/email and develops champions for the Reach Out and Read program among medical providers and staff.

The Program Specialist serves as a member of the 6-person Reach Out and Read Washington State team, and will join 2 others in this role. Current team members are based in King, Snohomish, Pierce, and Spokane Counties. While most team work is accomplished virtually, the Program Specialist will have a strong connection to other team members and a commitment to common processes and goals tied to the team's collective success.

Reports to: Washington State Deputy Director, who is based in Spokane

Supervises: NA

Job Location: The Program Specialist will work from a home-based office and primarily serve clinical locations in Central and Eastern Washington. Applicants residing in Spokane County are preferred, but candidates from any area of Central or Eastern Washington are encouraged to apply.

Position Specifications: Full Time (40 hours), Exempt

Starting Salary Range: \$47,000-\$52,000 annually, DOE plus benefits including medical, dental, vision, and paid time off

Essential Responsibilities/Duties:

The primary functions of this position consist of the following:

1. Technical Assistance and Professional Development Support:

- Have regular contact with programs to develop relationships with clinical and administrative staff to assess quality, deliver support, and identify additional needs.
- Assess programs' adherence to the Reach Out and Read program model and assign quality ratings.
- Create and implement technical assistance plans to support programs' efforts to reach a higher level of program quality as needed.
- Support programs' implementation of program quality improvement processes, monitor progress, and reassess, in partnership with the programs.
- Conduct in-person and virtual check-in meetings with programs in assigned region with a frequency appropriate for sites' identified needs and quality rating.
- Cultivate Reach Out and Read champions and advocates from among each clinic's medical providers and staff.
- Support program leaders to identify and overcome barriers that negatively impact their program's quality and sustainability.
- Ensure all programs have training processes in place for their medical providers, so that existing and new providers can provide a high-quality program
- Offer all providers ongoing professional development opportunities, and continually assess opportunities for professional development services that programs would find helpful.
- Guide new programs through the process of applying, training medical providers, and implementing Reach Out and Read.
- Collaborate with the Deputy Director and other Program Specialists to discuss best practices to support and enhance program quality, to strategize effective implementation, and to implement best practices within the Reach Out and Read team.
- Contribute to Reach Out and Read Washington State communications with programs and partners.

2. Program Data and Reporting:

- Assure programs' completion of twice-yearly progress report.
- Review progress report data for assigned programs and use it to inform technical assistance plans and quality ratings for each program.
- Continually track and document quantitative and qualitative program data using established tools and databases.

- Provide data summaries for assigned region to support funding applications, partnership development, and advocacy activities, as requested.

3. Book Support and Funding

- Support programs in selection and ordering of books to meet the needs of their patients.
- Provide support for efficient tracking processes to support accurate data collection and reporting.
- Document programs' book funding sources. Assist programs to identify and pursue new local funding opportunities, as needed.
- Assist Reach Out and Read leadership with program-related fund development and advocacy as requested.
- Identify programs in need of book funding support and collaborate with the Deputy Director and other Program Specialists to allocate available funding to individual programs.

Other

- Regular travel, up to 50% time within assigned region (often day trips); occasional travel to sites outside assigned region as requested. Availability to attend one to three statewide team meetings per year, and potential to attend one national meeting per year is required.
- May be assigned other administrative or programmatic duties to support the overall success of Reach Out and Read Washington State

Position Requirements:

Education: Bachelor's degree or equivalent knowledge or experience

Certificates, Licenses, Registrations Required: Washington State Driver's license

Experience: At least 5 years of program/project coordination experience in a non-profit or medical setting.

Required Qualifications:

- Experience providing technical assistance and/or implementing professional development programs.
- Experience cultivating volunteers, advocates, and/or champions.
- Excellent customer service skills with a desire to solve problems and work with doctors, nurses and medical practices.
- Self-motivated, independent worker who functions effectively in a "virtual" work environment, while being an enthusiastic, collaborative team member.
- Demonstrated ability to take both initiative and direction, maintaining a focus on mission and collective team impact.
- Commitment to improving equity in kindergarten readiness for children in Washington, recognizing factors known to significantly impact differential outcomes for children, including race, ethnicity, language, and socio-economic status.
- Excellent verbal and written communications skills.
- Ability to prioritize multiple tasks, meet deadlines, and adapt flexibly within a growing organization, and a changing healthcare and political environment.
- Ability to effectively use electronic communications systems as primary work processes, including database systems, internet use, and MS Word, Excel, and PowerPoint.
- Washington State driver's license and regular access to dependable vehicle for frequent in-state travel.

Additional desirable qualifications (not required)

- Experience with medical practice change efforts and quality improvement processes
- Education and/or experience within the fields of health care, early education, literacy, parenting support or related fields
- Experience working with diverse populations and low-income communities
- Experience working to increase equity in opportunity and outcomes
- Applicants who bring ethnic, racial, cultural, linguistic, socio-economic or other diverse perspectives
- Spanish fluency

To Apply

Please email your resume and cover letter to jessica.mortensen@reachoutandread.org.

Applicant review will begin August 1, 2017. Position open until filled.