



<b>JOB TITLE:</b>	Intake Coordinator
<b>PROGRAM:</b>	Michigan Special Education Mediation Program (MSEMP)
<b>REPORTS TO:</b>	Direct report to the MSEMP. The Michigan Department of Education (MDE), Office of Special Education (OSE) also provides direction and oversight of this position.
<b>WORK LOCATION:</b>	516 S. Creyts Rd., Suite A, Lansing, MI 48917
<b>WORK SCHEDULE:</b>	Full-time (1.0 FTE), Monday through Friday
<b>SALARY SCHEDULE:</b>	\$62,000-\$68,000. Paid observed holidays and sick leave; health care benefits available

### **SUMMARY**

The Intake Coordinator will manage inquiries about special education dispute resolution and provide intake services to school personnel and parents requesting dispute resolution services from the MSEMP. The individual will base responses to requests for information on the Individuals with Disabilities Education Act (IDEA), the Michigan Administrative Rules for Special Education (MARSE), and the policies and procedures of the Michigan Department of Education Office of Special Education (OSE) and MSEMP.

This individual:

- Provides information about special education dispute resolution;
- Gathers information about disputes or meetings from the participants;
- Coordinates service delivery with MSEMP dispute resolution centers;
- Promotes the MSEMP through empathetic and impartial communication;
- Maintains a roster of qualified special education mediators and facilitators;
- Maintains a database of MSEMP dispute resolution and outreach activity;
- Counsels mediators and facilitators on practice and procedure;
- Exchanges mediation and complaint data with the OSE;
- Tracks issues to inform mediator and facilitator training; • Researches topics pertinent to MSEMP services; and
- Serves as a liaison to future stakeholder work.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Serve as the MSEMP's initial contact with parents and school personnel who have questions about MSEMP services.
2. Provide information about the dispute resolution options made available by the IDEA, MARSE and the OSE, including MSEMP services.
3. Cultivate informational resources available among MSEMP staff, the OSE help line, OSE personnel, OSE-approved programs such as the Michigan Alliance for Families and other IDEA Grant Funded Initiatives, and other resources.



4. Coordinate the scheduling of mediators and facilitators with MSEMP's 18 centers statewide.
5. Promote the MSEMP to school personnel and parents through professional, timely and attentive customer service.
6. Manage MSEMP database, including timely data collection and preparation of monthly reports.
7. Manage MSEMP's mediator and facilitator roster; keep mediators, facilitators up to date on MSEMP practice and procedure.
8. Gather research and track new developments on topics related to MSEMP services, such as special education law, special education mediation and facilitation techniques and crosscultural capacity.
9. Perform other duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all job duties that may be performed by such a person.

### **SUPERVISORY RESPONSIBILITIES**

Not applicable.

### **QUALIFICATIONS**

Education: This position will require a working knowledge of special education, the IDEA, the MARSE and OSE policies and procedures, particularly those provisions relating to mediation, the IEP process and the state and due process complaint processes. Bachelor's Degree in education or related field required; Masters Degree in Education and a background in special education preferred.

Experience: Two years in a public school administrative or teaching position or equivalent; two years in case management involving contact with families receiving and agencies providing educational or social services; experience with mediation and familiarity with alternative dispute resolution practices.

### **Supporting knowledge, skills and abilities:**

1. Excellent communication skills – ability to listen to and assist individuals under stress, convey information and ideas clearly and concisely, verbally and in writing.
2. Ability to maintain neutrality in serving school personnel and parents.
3. Ability to maintain the confidentiality of program records and phone conversations.
4. Ability to maintain data and records in a web-based database, prepare reports and draft correspondence related to the work.
5. Effective work skills – conscientious, resourceful, productive, flexible, organized and able to work independently or in teams and develop effective working relationships.
6. Technology skills – must have essential technology skills, i.e., skilled at using a PC, laptop, communication devices/technology and other software, MS Office 365, webbased databases, online research tools, and learning new software programs.



7. Experience participating in professional development workshops.
8. Ability to work in a diverse, often changing environment.

### **PHYSICAL DEMANDS**

Must have the use of sensory skills in order to effectively communicate and interact with others. Accommodations may be made to enable individuals with disabilities to perform the essential tasks.

### **WORK ENVIRONMENT**

Normal office environment. Extensive phone work and management of 800 number. It is anticipated that some stress will be associated with this position primarily due to deadlines, irregular workflow and the nature of special education disputes.

### **POSITION TYPE/EXPECTED HOURS OF WORK**

Some flexibility in hours is allowed, but employee is generally expected to work Monday through Friday and be available during the hours of 8:00 a.m. to 5:00 p.m.

### **TRAVEL:**

Occasional travel may be required to various remote locations for training and meetings.

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