



Guide By Your Side™ Program

Parent Guide Job Description

A Parent Guide must be the parent of a child who is deaf, hard of hearing, deafblind, or deaf with additional disabilities who will undergo specialized training to provide support to families with children who are deaf or hard of hearing.

SPECIALIZED KNOWLEDGE AND SKILLS

- Keen self-awareness: A good parent guide will be able to distinguish between personal belief systems and bias, and will never manipulate or skew information or input shared with a family.
- Parent Guides must be able to describe options for families in an unbiased manner consistent with the philosophy and mission of Hands & Voices.
- Parent Guides must be able to support families with diverse backgrounds regardless of the educational and/or communication option they select.
- Parent Guides must have knowledge of local and regional resources. For parents of deafblind or deaf with additional disabilities children, Parent Guides must also have knowledge of the resources available to children with additional disabilities.
- Parent Guides must have an understanding of the unique needs of infants and youth who are deaf or hard of hearing.
- Parent Guides must have an understanding of the Birth to 3/Part C, early childhood systems, and Part B public education systems in their state/province and be willing to work collaboratively with the IFSP and IEP team members.
- Parent Guides will be able to demonstrate comfort in supporting parents through the emotions associated with learning of their child's diagnosis.
- Bilingual Parent Guides will possess a strong understanding of the unique challenges faced by families where English is not the primary language and will assist the family in learning through communication in their native language.

PERFORMANCE EXPECTATIONS

- Parent Guides are expected to meet identified protocols in a timely way. If the designated timelines cannot be met, Parent Guides are expected to contact the GBYS Program Coordinator and ask that the case be re-assigned.
- Parent Guides will provide their own transportation and must be willing to travel to meet with families. Mileage and other authorized expenses will be covered.
- Parent Guides will complete all necessary paperwork as outlined in the GBYS program protocol.
- Parent Guides will maintain regular contact with the GBYS Program Coordinator, as outlined in the GBYS program protocol.
- Parent Guides will have access to the internet and/or a fax machine, and be willing to conduct business via email and internet technologies as necessary.
- Parent Guides will attend a mandatory initial training and on-going required trainings.



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- Parent Guides will maintain standards of confidentiality, as outlined in the GBYS program protocol.
- Parent Guides will be members of and maintain good standing within the Hands & Voices organization.
- Designated Parent Guides will treat all families with kindness and respect regardless of race, religion, socioeconomic status, or life style choices even if they are inconsistent or in conflict with their own values. If a Parent Guide feels that they are unable to support a family, s/he must inform the GBYS Program Coordinator. Any unresolved or repeated occurrences of unprofessionalism of this nature may be grounds for termination.
- Parent Guides will be active within their communities and leaders throughout the state/province or territory in which they live and work.