

JOB DESCRIPTION

JOB TITLE Family Service Worker
REPORTS TO: Site Manager

LAST UPDATE: January 2018
CLASSIFICATION: Non-exempt

POSITION SUMMARY:

Assists in the planning, coordination and implementation of the family support services programs and activities of the Early Head Start (EHS) program to ensure quality services and integrated program systems and compliance with Head Start Performance Standards. The family service worker plays an integral role in the recruitment, enrollment and selection of children.

ESSENTIAL DUTIES:

1. Recruits selects, in partnership with supervisor and ERSEA Specialist, and enrolls eligible children and families for the purpose of providing comprehensive services, child/family support services, encouraging family involvement, maintaining full enrollment and serving families most in need of services according to federal guidelines.
2. Assesses family and infant/child needs (e.g. conducts surveys, interviews, etc.) for the purpose of determining eligibility and/or developing an action plan to remove barriers to child's success in school.
3. Orients prospective participants (e.g. site tours, program overview and eligibility requirements, benefits, etc.) for the purpose of establishing familiarity with program, services, and required processes.
4. Develops individualized health, nutrition, and family support plans for all enrolled children for the purpose of furthering family goals, plans, and success strategies, ensures family concerns receive appropriate follow-up and resolution, ensures that program goals and objectives are met.
5. Ensures compliance with required health screenings, immunization verifications, and outside agency referrals (e.g. hearing, vision, immunization compliance, height/weight relationships, etc.) for the purpose of promoting needed treatment and complying with program requirements. Documentation must be obtained and entered into case management system. Any follow up must be documented and completed within 5 business days.
6. Conducts at a minimum two (2) home visits in the children's homes for the purpose of interviewing parents, informing parents of school and/or community resources and providing child development/parenting information, and setting family goals. Results from home visits must be documented and entered into case management system.
7. Assists in the development and implementation of Community Partnership Program Services for EHS families by developing partnerships with community agencies, coordinates assigned activities with other EHS service areas and outside agencies.
8. Assists in the development and implementation of enrollment, recruitment, selection and attendance (ERSEA) plans and processes based on assessed community need and established eligibility criteria by consulting with staff, parents and community partners
9. Assists home-based and/or center-based teachers and staff in establishing and supporting Parent Committees as defined in the Performance Standards Plan, monitors and evaluates parent involvement opportunities, parent education, resource and referral and social services plans to include making recommendations for corrective action and supporting Parent Committee and Policy Council activities.
10. Collects data as needed to ensure compliance with pertinent legislation, regulations, and laws, ensures timely and accurate reporting of data to federal and state authorities, and analyzes data for evaluating, planning, and improvement of services
11. Meets regularly with the EHS Site Directors and other staff, as needed, to include scheduling and/or attending case conferences, parent conferences, case reviews, IEP/IFSP meetings, staff meetings, parent meetings, policy council meetings, in-service and pre-service meetings, and other meetings.
12. Provides outreach to low income communities, community leaders and organizations for the purpose of recruiting families to EHS, developing resources, and building partnerships with community members.

13. Maintains a variety of manual and electronic documents, files and records (e.g., program participation, contact sheets, family file, Child Plus computer program, agency referrals, etc.) for the purpose of providing required information and/or documentation.
14. Administers EHS program standards for the purpose of ensuring program eligibility and compliance with mandated regulations.
15. Monitors daily attendance and follow up on all absences.
16. Initiates and supports all transitions including home-based to center-based, in-between options and out of EHS.
17. Obtains written documentation for all activities related to family support, recruitment and community contacts conducted and track in case management system.
18. Performs other duties as required.

EDUCATION:

- Minimum of a credential or certification in Social Work, Human Services, Family Services, Counseling, or a related field.
- Associate or Bachelor of Science Degree in Social Work, Human Services, Family Services, Counseling, or related field

EXPERIENCE:

- Prefer at least two (2) years experience in Social Services, Health Services or Child Development Program
- Experience conducting outreach activities in social services and health, experience working with at risk and/or disadvantaged population

SKILLS:

- Must be familiar with basic principles of social work, case management and goal setting
- Must have a working knowledge of program criteria and regulations essential to the health and welfare of children
- Must have good presentation/training skills
- Must have good interpersonal, organizational, and communication (verbal and written) skills
- Must have excellent knowledge of computer applications such as Microsoft Office products, including Excel and Word
- Must be professional and courteous in all interactions as defined in EHS's mission statement
- Must have the ability to work effectively with individuals of diverse education, socio-economic, and cultural backgrounds and other individuals with disabilities and/or special needs
- Must have the ability to analyze problems, identify alternative solutions, proposed consequences and appropriate actions, and implement recommendations in support of goals
- Must be able to operate office equipment including a copy machine, fax, computer and all appropriate printers
- Bilingual in English and Spanish preferred

SPECIAL LICENSES OR OTHER REQUIREMENTS:

- Must possess a current Texas Driver's License, acceptable driving record, and proof of insurance

PHYSICAL REQUIREMENTS:

Refer to Physical Requirements form for Family Service Worker.



For any employee who occupies or may occupy this position, this job description in no way states or implies that these are the only duties to be performed by the employee in this position. Requirements are representative of minimum levels of knowledge, skills, and/or abilities. Additionally, this document does not create an employment contract, implied or otherwise.

I have read this job description and understand its contents.

Employee's Signature

Date

Center for New Communities Representative's Signature

Date