

FAMILY SERVICES MANAGER

POSITION RESULT DESCRIPTION

NESD Head Start Program, Inc.

Education and Experience: The Head Start Family Services Manager must have a Bachelor's level degree in the Social Sciences; or a Bachelor's level degree in another discipline, plus experience in social sciences, family relations.

Qualifications:

1. The Family Services Manager is to have a working knowledge of the developmental needs of children.
2. The Family Services Manager is to possess human relations, communications, motivational and leadership skills, which promotes a working relationship with the other Head Start staff, Head Start parents, volunteers and other agencies.
3. The Family Services Manager is to have a working knowledge of computer systems and available software.
4. The Family Services Manager is to have effective planning and organizational skills.
5. The Family Services Manager is to show evidence of maturity and poise and be familiar with and support the philosophy and concept of the Head Start Program.

Work Schedule: The Family Services Manager is expected to work as per contract in accordance with the annual calendar.

Supervision: The Family Services Manager is accountable to the Head Start Director. The Family Services Manager is responsible for supervision of the Family Services Coordinators.

Performance Appraisal: The Family Services Manager will have a Performance Appraisal conducted by the Head Start Director once per year.

Salary Range/Increments: The starting salary for this position is \$18.86 per hour. The Family Services Manager shall be eligible for salary increments in accordance with the policies and approved salary schedule.

Children will always come first, in this Head Start Program, above all defined duties, perceived responsibilities, and/or personal priorities!

Position Objectives:

1. To administer and manage the goals, policies and activities designed to implement Family and Community Partnership objectives.
2. To assist the Family Services Coordinators in planning a program to support and enhance the role of Parents as the principal influence on their child's education and development.
3. To be a liaison with the local community, state agencies and the Head Start Program in regards to Family and Community Partnerships.
4. To develop referral systems and procedures between Head Start and community mental health agencies to provide for parent counseling as needed.

5. To communicate leadership qualities that bring out the full potential of the Family Services Coordinators.

Key Result Area #1: Family Services Supervision / Leadership / Responsibilities

Objective: To supervise and assist Family Services staff in the implementation of the Family and Community Partnership services in their assigned areas. To lead by example in teamwork, communications, attitude and ability to develop relationships and work with Head Start families.

This key result area will have been achieved when the following standards have been met and/or exceeded.

Performance Standards:

1. The Family Services Manager will maintain, with adequate provisions for confidentiality, a file for each Family Services Coordinator, containing any Child Plus documentation and documentation of individual meetings as they occur.
2. The Family Services Manager will review and sign the Family Services Coordinators' time sheets for each pay period.
3. The Family Services Manager will conduct annual personnel Performance Appraisals as required by agency Personnel Policies.
4. The Family Services Manager will follow all Program Policies and Procedures for any corrective action when dealing with challenges and problems with staff.
5. The Family Services Manager will supervise and assist the Family Services staff in building healthy relationships with Parents and the implementation of an Individual Family Partnership Agreement with each family.
6. The Family Services Manager will meet with the Family Services staff each month to share resources, ideas and knowledge. The FSM will assist the Family Services staff in obtaining opportunities for personal and professional growth.
7. The Family Services Manager will assist the Family Services staff in the establishment and maintenance of a calendar of parent meetings, activities and training sessions for their respective areas.

Key Result Area # 2: Administrative Responsibilities

Objective: To fulfill the administrative responsibilities of this position in an effective manner by completing all reports, assessments and records maintenance.

This key result area will have been achieved when the following standards have been met and/or exceeded.

Performance Standards:

1. The Family Services Manager will establish the use of social service forms and reporting procedures.
2. The Family Services Manager will meet with other Managers and the Director on a bi-monthly and/or as needed basis.

3. The Family Services Manager will participate in the annual PIR (Program Information Report) by supplying needed information.
4. The Family Services Manager will assist the Family Services staff in implementing the Child Plus program to facilitate the application and enrollment process for Head Start parents.
5. The Family Services Manager will participate in the annual Self Assessment of the Program by reviewing and evaluating the Family and Community Partnerships and Parent Involvement areas with the help of parents, Policy Council members and staff.
6. The Family Services Manager will assist the Director in organizing and planning the monthly Policy Council meetings, according to PC By Laws and by providing training and information to the Policy Council Members.
7. The Family Services Manager will develop referral systems and procedures between Head Start and community mental health agencies to provide for parent counseling.
8. The Family Services Manager will establish and maintain a current record-keeping system regarding monetary and/or other assistance given to Parents to obtain Family or Individual counseling and reimbursement for Parent travel.

Key Result Area # 3: Family Services Planning

Objective: To plan for successful results within the functions of this position.

This key result area will have been achieved when the following standards have been met and/or exceeded.

1. The Family Services Manager will develop and annually review the Family and Community Partnerships Service Plan, with input from the Family Services staff.
2. The Family Services Manager will develop and annually review the Family Services Operation Plan, with input from the Family Services staff.
3. The Family Services Manager will develop a comprehensive plan for the outreach and recruitment process which systematically insures the area's enrollment of eligible children, with the help of Family Services Coordinators. This plan will be reviewed and updated annually.

Key Result Area # 4: Family Partnerships

Objective: To assist Family Services staff who work in a partnership with the individual families to improve the condition and quality of their family life.

This key result area will have been achieved when the following standards have been met and/or exceeded.

Performance Standards:

1. The Family Services Manager will develop, maintain and annually update a Directory of Community Resources with the help of the Family Services and Office staff. This Directory will be given to each family at Screening or at the first home visit after enrollment.
2. The Family Services Manager will develop, with assistance from the Family Services staff, Policies and Procedures for Reporting Child Abuse and Neglect.

3. The Family Services Manager will assist staff in the identification of child abuse and neglect, and their responsibility under applicable state and local laws.
4. The Family Services Manager will assist the Family Services staff in determining individual family needs and goals and in the development of an Individualized Family Partnership Agreement to meet those goals.
5. The Family Services Manager will assist the Family Services staff in securing resources required to meet the social service needs of children and their families.
6. The Family Services Manager will develop and implement a plan for the referral or provision of emergency assistance or crisis intervention.
7. The Family Services Manager will assist the Family Services staff in their family advocacy role by acting as a catalyst to facilitate action for social and/or community services that are unavailable to the families.

Key Result Area # 5: Parent Involvement

Objective: To develop, plan and encourage parent involvement in all content areas of the Program.

This key result area will have been achieved when the following standards have been met and/or exceeded.

Performance Standards:

1. The Family Services Manager will assist staff in organizing a Policy Council of locally elected Parent and Community Representatives to be seated at the October meeting.
2. The Family Services Manager will assist Family Services staff in organizing local Parent Committees by providing Unit Officer Packets and Parent Meeting door prizes. This will be done by the first Parent Meeting of the school year.
3. The Family Services Manager will develop and annually update the Parent Education Survey assisted by the Family Services staff.
4. The Family Services Manager will encourage family activities, which provide opportunities to increase male involvement in Head Start.
5. The Family Services Manager will encourage staff to develop and plan opportunities for Parents to participate in decision making, in the classroom, in adult activities and in working with their children.
6. The Family Services Manager will assist the Family Service Coordinators by providing a variety of Parent Education sessions in local areas, as needed.

Key Result Area # 6: Community Partnerships

Objective: To serve as a link between the Head Start Program, Head Start families and the community agencies, organizations and institutions which provide needed services.

This key result area will have been achieved when the following standards have been met and/or exceeded.

Performance Standards:

1. The Family Services Manager will encourage and support the establishment of parent interest groups in order to address community needs.
2. The Family Services Manager will plan and develop a communication system among program management, staff, parents and the community.
3. The Family Services Manager will participate in the conducting/analysis of the community needs.
4. The Family Services Manager will assist staff with the implementation of a formal system of follow-up of family referrals to community service agencies.
5. The Family Services Manager will assist staff in providing transition materials and activities for Head Start parents and children.

Key Results Area # 7: Self Improvement

Objective: To be an asset to the organization, continually improving in leadership responsibilities, skills and attitude. To aspire and work for balance in all aspects of life – physical, mental, spiritual.

This key result area will have been achieved when the following standards have been met and/or exceeded.

Performance Standards:

1. The Family Services Manager will participate in monthly staff in-service meetings and training, attending with a healthy attitude, bringing solutions and ideas to each meeting.
2. The Family Services Manager will seek out and attend a minimum of one leadership development program per year.
3. The Family Services Manager will maintain current, required education credentials and submit a copy to the main office to be kept in employee file.
4. The Family Services Manager will participate in the annual Performance Appraisal and review of this position with a healthy and productive attitude.

***This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by immediate supervisor and/or other management as required.**