

FAMILY SERVICE COORDINATOR

POSITION RESULT DESCRIPTION

NESD Head Start Program, Inc.

Education and Experience: The Family Services Coordinator is to have a Bachelor of Science or Arts Degree and/or a credential or certification with experience in social work, human services, family services, counseling or a related field. Applicant should demonstrate an ability to assist the parents of young children in advocating and decision-making for their families.

Qualifications:

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

Physical Requirements: The Family Services Coordinator must be able to lift 30 pounds.

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

Supervision: The Family Services Coordinator is accountable to the Family Services Manager.

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

Salary Range\Increments: The starting salary for this position ranges from \$18.12 to \$22.12 per hour. The Family Services Coordinator 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 plan and carry out a program of activities which will support and enhance the role of Parents as the principal influence on their child's education and development. To confirm that the program recognizes Parents as responsible guardians and the prime educators of their children. To help Parents become contributors to the Head Start Program, thus providing opportunities for Parents to participate in decision making, in the classroom, in adult activities and in working with their children.

2. To provide support, information, guidance and assistance necessary to meet the needs of the Head Start children and their families in the areas of Family and Community Partnerships, Parent Involvement, Social Services, Health and Nutrition.
3. To establish and maintain an outreach and recruitment process which systematically insures the areas' enrollment of eligible children. To assist families in filling out applications as needed throughout the year and begin active recruitment in January.
4. To build a relationship with each Parent, by listening, establishing trust, maintaining confidentiality and motivating them to be the best Parents they can be.

Key Result Area # 1: Family Partnerships

Objective: To develop a supportive relationship with each family through home visits and on-going contacts that are respectful of the family's cultural and ethnic background. To assist the family in its own efforts to improve the condition and quality of 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 Coordinator will work with the parent(s) and Head Start staff as a member of the team to access services in the program and coordinate the provision of services needed in an effective and efficient manner.
2. The Family Services Coordinator will work in a partnership with all Parents to identify their strengths and needs, assist them in completing a Family Partnership Agreement and continually support them in achieving their goals and objectives.
3. The Family Services Coordinator will provide appropriate nutrition, health, parenting and social service education materials for Parents to enhance their ability to meet specific family needs.
4. The Family Services Coordinator will assist with screening of Head Start children and assist families with follow-up treatment or additional services as needed and monitoring these services.
5. The Family Services Coordinator will provide information and guidance to link families to an on-going health care system.
6. The Family Services Coordinator will establish and maintain a current family record keeping system with adequate provisions for confidentiality. Family contacts will be tracked and monitored through contact logs and Child Plus. Enrollment and family information will be entered into the computer on a daily basis.
7. The Family Services Coordinator will provide literacy assistance to families by identifying needs, providing information and helping them to access training, education and career planning and development opportunities.

8. The Family Services Coordinator will provide assistance to families in emergency situations or for crisis intervention by providing information (including addresses, phone numbers, names of contact persons, etc.) and transportation, if needed.
9. The Family Services Coordinator will assist staff to identify, report and provide supportive services in child abuse and neglect situations. They will coordinate, schedule and attend the Child Abuse and Neglect Identification and Reporting training in their local area.

Key Result Area # 2: Parent Engagement

Objective: To develop, plan and encourage parent engagement activities in the Center and Home Base Units.

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

Performance Standards:

1. The Family Services Coordinator will organize local monthly Parent Committee meetings with orientation meetings taking place in September. They will facilitate the election of Officers and other volunteer positions.
2. The Family Services Coordinator will facilitate and encourage the election of Parents to serve As Representatives to Policy Council and Representatives from the community to also serve on Policy Council. Parents will be elected at local meetings in September and seated at the October Policy Council meeting.
3. The Family Services Coordinator will develop, with the assistance of parents, a calendar of parent trainings and parent engagement activities for the current school year. This calendar will be given to the Family Services Manager, Education Coordinator and Teacher/Home Visitor.
4. The Family Services Coordinator will coordinate and schedule parent training in health, mental health, dental health, nutrition, parenting and child development education.
5. The Family Services Coordinator will work with the parents to prepare meeting notices, agendas and meeting minutes. Meeting notices and agendas will go out to Parents one week prior to the meetings. Records of the monthly parent meetings and trainings are to be kept and copies are to be provided to the Family Services Manager and Education Coordinator.
6. The Family Services Coordinator will work with staff and parents to develop and plan opportunities for Parents to participate in decision making, in the classroom, in adult activities and in working with their children.
7. The Family Services Coordinator will plan, organize and facilitate family activities, such as pot-lucks, parent/child activities, etc. in each local Unit with the goal of involving Head Start fathers and other family members.

Key Result Area # 3: Community Partnerships

Objective: To be a liaison with public agencies and organizations that provide services to Head Start children and their 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 Coordinator will attend meetings in order to become acquainted with local community organizations, service agencies and providers and to share information about the Head Start Program.
2. The Family Services Coordinator, working cooperation with the community and outside agencies, will make Parents aware of community services and resources to facilitate their use throughout the year.
3. The Family Services Coordinator will provide the *Directory of Community Resources* to each family at screening or at the first meeting with the family.
4. The Family Services Coordinator will provide advocacy for social and community services that are unavailable to Head Start families by acting as a catalyst to facilitate action and by helping parents to become active advocates for their children.
5. The Family Services Coordinator will assist staff in providing transition activities for Head Start parents and children.

Key Result Area # 4: 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.

Performance Standards:

1. The Family Services Coordinator will plan a regular schedule of meetings with Center Teachers and Home Visitors in order to share family information, concerns, parent meeting decisions, etc.
2. The Family Services Coordinator will assist with revisions to documents and plans as needed.
3. The Family Services Coordinator, working in cooperation with the Family Services Manager and the other Managers and Coordinators, will plan a minimum of eight specific training programs for Parents each program year.
4. The Family Services Coordinator will develop a plan with the help of the Family Services Manager for the outreach and recruitment process which systematically insures the area's enrollment of eligible children for the upcoming program year.

Key Result Area # 5: Self Improvement

Objective: To be an asset to the organization, continually improving in leadership 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 Coordinator will attend a minimum of one leadership development program per year.
2. The Family Services Coordinator will stay current on Head Start practices by reading available materials (magazines, books, articles) related to the field of Family Services.
3. The Family Services Coordinator will read the following materials a minimum of once per year:
 - Head Start Performance Standards
 - NESD Head Start Program Family & Community Partnerships Service Plan
 - Employee Handbook
 - Policies and Procedures
4. The Family Services Coordinator will participate in monthly staff in-service meetings and training, and Family Services meetings, attending with a healthy attitude, bringing solutions and ideas to each meeting.
5. The Family Services Coordinator will seek out and attend a minimum of one training related to their improvement in the position. They will also attend Head Start training as directed by their supervisor.
6. The Family Services Coordinator will maintain current, required education credentials and submit a copy to the main office to be kept in employee file.
7. The Family Services Coordinator will participate in the annual Performance Assessment and review of this position with a healthy and productive attitude.
8. The Family Services Coordinator will review this Position Result Description yearly.

***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.**