

Durham Early Head Start
Job Description

FAMILY SERVICES/HEALTH MANAGER

Reports to: Durham Early Head Start Director

Status: Exempt
Subordinates: Family
Service Coordinators

Job Summary:

Manage staff of Family Service Coordinators to ensure that families receive the Family Support and Health Services prescribed in the Head Start Performance Standards including assisting in the recruitment, selection and enrollment of children and families and implementing family partnership agreements and assuring that parents and staff receive services and training in various aspects of health, nutrition, dental, mental health, and disability services for center-based children and families, and to collaborate with Center for Child and Family Health for assuring the provision of these services to families in the home-based option.

General Staff Responsibilities:

1. Participate in staff meetings, attend conferences, training/workshops, and meet education standards as required.
2. Demonstrate Durham Early Head Start (DEHS) policies and procedures, and Head Start Performance Standards.
3. Maintain congenial and respectful relations with staff, children, families and community.
4. Keep current and accurate records.
5. Maintain confidentiality in regards to staff and family information.
6. Maintain professional standards and professional courtesy policies.
7. Actively participate in professional development opportunities and ongoing self-improvement.
8. Fulfill role as mandated reporter as stated in Durham Early Head Start Child Abuse and Neglect Policy.
9. Be present at work in order to provide consistency of services.
10. Be a contributory team member in a positive and productive manner.
11. Flexibility to accommodate changes in job responsibilities due to changing program demands as requested by your supervisor.
12. Demonstrate commitment to Durham Early Head Start mission, values and policies in the performance of daily job duties.
13. Commit and contribute to on program quality improvement through your role as it relates to the following program-wide systems: Program Governance, Planning, ERSEA, Communication, Record-Keeping and Reporting, Ongoing Monitoring, Self-Assessment, Human Resources and Fiscal Management.
14. Commit to reflective supervision as a cornerstone of program and staff development.

Major Duties/Functions /Responsibilities:

1. In collaboration with Durham's Partnership for Children and DEHS staff, manage and oversee the recruitment, selection and enrollment functions including: publicity; answering questions; assistance in completing applications; follow-up on incomplete applications; assisting the selection committee, and Director with selection, acceptance and classroom assignments; assisting the Director in development and maintenance of a waiting list for your service area; and filling vacancies as soon as possible within 30 days.
2. Gather information for Community Needs Assessment.
3. Oversee home visits to enrolled families to complete and follow-up on a Family Needs Assessment (FNA)
4. Oversee completion of Family Partnership Agreements and follow up to develop a Family Goals Plan.
5. Oversee assistance to families in identifying resources/community services needed to meet family goals and make referrals to assure the delivery of needed services.

6. Work with the Durham Early Head Start Program Director to provide information to update and distribute Community Resource Directories.
7. Coordinate with other agencies to support families and to secure resources and provide crisis intervention services.
8. Participate on program self-assessment team for annual assessment of Family and Community Partnerships service area.
9. Maintain confidentiality of all child, family and staff records.
10. Assist with developmental assessments and health/dental initiatives as necessary and as requested by managers and coordinators.
11. In the case of emergencies or hardships, oversee transportation for parents to appointments, services and meetings
12. Assure that families are contacted when children are absent for three (3) days in the month without prior notification or excused absences.
13. Visit each classroom/center regularly to facilitate collaboration with teaching staff, communication with parents, and to monitor the progress of children.
14. Oversee and coordinate regular parent meetings and workshops to meet the requirements of Head Start Performance Standards and assessed needs of Head Start/Early Head Start parents.
15. Plan with the DEHS Program Director to conduct parent surveys at least two times per year.
16. Provide information for and assist the DEHS Program Director in the distribution of any program and parent newsletters.
17. Ensure communication among DEHS teachers, fellow team members and program management by regularly relaying information on activities being planned and needs that have developed, especially regarding parent or child's physical emotional and/or nutritional status.
18. Be available to assist staff and teachers to carry out programmatic decisions to implement the Head Start/Early Head Start Program.
19. Facilitate assigned families' transition from DEHS per policies and procedures.
20. Serve as an advocate for the Early Head Start Program by promoting good public relations, serving on boards/committees and participating in community activities.
21. Record-Keeping and Monitoring:
 - Maintain a file on each assigned family with thorough, accurate and up-to-date records per EHS policies and procedures
 - Provide oversight and monitoring of FSC files.
 - Provide timely family/child information updates to the DEHS Data Specialist for input in Child Plus and to managers and coordinators per policies and procedures.
 - Collect and compile requested data on families for annual PIR report.
 - Submit in-kind documentation (volunteer hours, donations) on required forms monthly to FSM.
 - Submit parent meeting documentation monthly to DEHS Program Director in a timely manner
 - Submit Family Services monthly report to DEHS Program Director in a timely manner.

In the areas of Health, Mental Health, Dental and Nutrition:

22. Plan with the Administrative Team and Center for Child and Family Health staff regarding health intake and enrollment procedures; and develop and update health service area plans and procedures in accordance with Performance Standards.
 - Ensure completion of designated screenings, including health, dental, nutrition, growth, hearing, and vision; and provide follow-up to make referrals as required. Serve as advocate for children with suspected or identified special needs within the program and in the community.
 - Monitor and coordinate the developmental screening process for all DEHS children to ensure that all screenings involve parent and teacher input and all results are clearly explained to parents and involved staff
 - Work with the Early Childhood and Disability Manager to assure that a coordinated approach for the identification, referral and service delivery for children with disabilities is in place.
23. Work with the Early Childhood and Disability Manager to establish and implement procedures to involve parents in the screening process, working cooperatively with the teachers and home visitors.
24. Make determination and track if each child and family has an ongoing source of continuous and accessible health care (medical home): assist parents in accessing health care if appropriate.
25. Determine if each child is on appropriate immunization schedule and support FSC's to follow up with families.

26. Assist pregnant women to access comprehensive prenatal and postpartum care, including nutritional assessment and counseling, health promotion and treatment, breast feeding information, and mental health intervention if appropriate.
27. Participate in regular case management/staffing meetings as requested.
28. Establish and conduct Health Services Advisory Committee (HSAC) at least two times per year.
29. Participate in selecting families for enrollment through a formal selection process based on established selection criteria.
30. Conduct regular monitoring health and safety visits to all DEHS sites.
31. Gather health and disability information for Community Needs Assessment by establishing and maintaining relationships and collaboration with the medical, dental and disability community and other agencies and partners.
32. Provide assistance to families in identifying resources/community services needed.
33. Participate on program self-assessment team for annual assessment of Health and Nutrition service area.
34. Assist with developmental assessments and lead health/dental initiatives as necessary and as requested by managers and teammates.
35. Confer with and counsel parents as needed, including accompanying staff on home visits.
36. Attend parent committee meetings and socializations as requested to provide technical assistance and training as necessary.
37. Plan, conduct or coordinate training with the Administrative Team to meet the requirements of Head Start Performance Standards and assessed needs of Head Start staff and parents in areas of health, nutrition, safety, and dental. To include mandates: Medication Administration, CPR/First Aid, Blood Borne Pathogens, and Health and Safety Checklist (PRISM), SIDS, car seat safety, COVID-19 and others as necessary.
38. Conduct parent health/nutrition surveys.
39. Provide information for and assist the Family Service Coordinators in the distribution of any program and parent newsletters.
40. Maintain order and distribute health, nutrition, dental, disability, and safety supplies as required, including first aid kit supplies, tooth brushes, latex gloves, diapers, baby wipes, and formula as necessary.
41. Assist in coordination of IFSP and IEP meetings for enrolled children to facilitate the involvement of parents, teachers, home visitors and FSC's in planning for child and family needs as members of early intervention teams.
42. Record-Keeping and Monitoring:
 - Ensure that all health records and tracking for children are accurately maintained and kept current. Records include, but not limited to: Health and medical data per Performance Standards requirements, Daily Health Checks, OCHD Dental Data, Special Care Plans, IFSPs, Nutrition Assessments, and other health data as required..
 - Provide timely health information updates and changes to the EHS Data Specialist for input into HSFIS on an ongoing basis.
 - Collect and compile requested data on families for yearly PIR report.

Qualifications and Knowledge/Skills Required:

- MA/MS/BS/BA degree in Human Services field (social work/public health/child development), and at least one-year case management experience with low-income children and families. At least two years experience preferred.
- Ability to relate effectively with children, families, community members and staff of diverse backgrounds.
- Skill and willingness to deal with sensitive family situations in a non-threatening, professional manner.
- Ability to build relationships and collaborate with other community agencies.
- Excellent written and verbal communications skills.

Other Requirements:

- Negative pre-employment drug screening may be required
- Satisfactory reference check and criminal record check
- Employee shall submit prior to first day working with children a dated report of satisfactory TB test or chest X-ray and a signed medical statement dated not more than 12 months prior to employment
- Responsibility for meeting all applicable federal, state & local health requirements
- Responsibility for meeting the transportation needs as required by the nature of the position