

Durham Early Head Start
Job Description

FAMILY SERVICES COORDINATOR

Reports to: Family Services/Health Manager

**Status: Exempt
Subordinates: None**

Job Summary:

To implement family and community partnership services to ensure that families receive the family support and health services prescribed in the Head Start and Early Head Start Performance Standards. The Family Service Coordinator (FSC) will maintain a caseload of approximately 30 families of children enrolled in partnering center-based child care programs. The FSC will assist in the recruitment, selection and enrollment of children and families, in implementing family partnership agreements, and in helping to assure that health, mental health, nutrition, and dental services are provided.

General Staff Responsibilities:

1. Participate in staff meetings, attend conferences, training/workshops, and meet education standards as required.
2. Demonstrate familiarity with 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. Perform recruitment, selection and enrollment functions including: publicity; answering questions; assistance in completing applications; follow-up on incomplete applications; assisting the selection committee, and Family Services/ Health Manager (FSM) with selection, acceptance and classroom assignments; assisting the FSM 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. Make home visits to enrolled families to complete and follow-up on a Family Needs Assessment (FNA)
4. Complete a Family Partnership Agreement and follow up to develop a Family Goals Plan.
5. Provide assistance to families in identifying resources/community services needed to meet family goals and make referrals to assure the delivery of needed services.
6. Coordinate with other agencies to support families and to secure resources and provide crisis intervention services.

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7. Participate on program self-assessment team for annual assessment of Family and Community Partnerships service area.
8. Maintain confidentiality of all child, family and staff records.
9. Assist with developmental assessments and health/dental initiatives as necessary and as requested by managers and coordinators.
10. In the case of emergencies or hardships, provide transportation for parents to appointments, services and meetings
11. Monitor attendance of children on caseload. Contact families when children are absent for three (3) days in the month without prior notification and excused absence.
12. Confer with and counsel parents as needed
13. Visit each classroom/center weekly to facilitate collaboration with teaching staff, communication with parents, and to monitor the progress of children.
14. Plan, conduct or coordinate regular parent meetings and workshops to meet the requirements of Head Start Performance Standards and assessed needs of DEHS parents.
15. Plan with the FSM to conduct parent surveys at least two times per year.
16. Provide information for and assist the FSM in the distribution of any program and parent newsletters.
17. Ensure communication among EHS 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 fellow staff and teachers to carry out programmatic decisions to implement Early Head Start Program.
19. Facilitate assigned families' transition from EHS to the child's next placement 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 and FSM oversight and monitoring.
 - Provide timely family/child information updates to the EHS 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 FSM in a timely manner
 - Submit Family Services monthly report to FSM in a timely manner.

Qualifications and Knowledge/Skills Required:

- BS/BA degree in Human Services, Public Health, Child Development or related field 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

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