



# Family Services Coordinator

Date: 1/28/2016

**Reports to:** Assistant Head Start Director

**Department:** Early Childhood Services

**Classification:** Exempt

**Status:** Full-time

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## POSITION SUMMARY:

Provide leadership and direct supervision to Family Advocates. Facilitate effective social service coordination to Head Start 0-5 families as outlined in the Head Start Performance Standards, which encourages strong parent engagement and family self-sufficiency. Have knowledge of family dynamics, societal trends, and be able to educate staff, parents, and community members which will promote the delivery of quality services.

## ESSENTIAL FUNCTION:

- Responsible for interviewing and hiring Family Advocates.
- Evaluate staff performance per agency Policies and Procedures.
- Approve purchase orders and timesheets as needed.
- Provide daily supervision to (0-5) Family Advocates.
- Provide regular supervision and support of staff through recognized practices such as reflective supervision, training and performance appraisal systems.
- Ensure that all staff provide customer driven services, supporting the parent(s) as the first and most important teacher for their child.
- Strategize with management team to develop an effective recruitment plan that ensures enrollment of eligible families.
- Ensure on-going recruitment of eligible families through support of direct service staff.
- Provide training and oversight of family advocates to recruit and support parents for Policy Council and other leadership roles.
- Train Family Advocates on the governance requirements of Performance Standards.
- Develop and provide education opportunities for program participants according to their interests and goals.
- Participate in all areas of the data management cycle including collection, data entry, analyzing, reporting, and using the collected data for planning and program improvement.
- Responsible for the on-going monitoring and evaluation of all family data.
- Participate as a member of the Early Childhood Management Team to ensure program goals and objectives are implemented and support Head Start Performance Standards.
- Ensure competence in Family Advocates in relation to the role of families in school readiness.
- Have knowledge of community and program resources to support referrals for families.
- Provide leadership, which promotes harmony with the agency's strategic priorities and organizational values.
- Develop and maintain effective working relationships with community partners that support family self-sufficiency.
- Ensure Family Advocates maintain regular contact with families.
- Ensure staff knowledge and competency in regards to Performance Standards, Policies and Procedures, and family assessment tools.
- Model respect and support of cultural differences and diverse family structures.
- Demonstrate good work habits such as arriving on time and adhering to appropriate break times.
- Attend mandatory In-Service trainings and staff meetings.
- Responsible for reporting any suspected abuse or neglect to appropriate authority.
- Promote SEK-CAP, Inc. in our service area.
- Maintain and assure confidentiality and privacy of SEK-CAP, Inc. customers.

- Uphold and promote the core values and mission statement of SEK-CAP, Inc.
- Support management decisions both in actions and words.
- Other duties as assigned.

**EDUCATION AND QUALIFICATIONS:**

- Bachelor's Degree in Social Work or related field
- Supervisory experience
- Submit to and pass standard criminal history check
- Possess current, valid driver's license and meet agency insurance underwriting guidelines
- Submit to and pass standard drug screen test
- Successfully complete a physical exam and TB skin test before beginning employment and every three years thereafter, with the exception of a diagnosed medical condition requiring annual exams

**KNOWLEDGE AND EXPERIENCE:**

Essential:

- Effective supervisory skills that promote a positive and productive environment for staff
- Ability to get along with diverse personalities; tactful, mature, and flexible
- Ability to establish and maintain positive, effective working relationships with co-workers, community partners, and customers
- Ability to communicate effectively and clearly both orally and in writing
- Ability to learn and adapt
- Advanced computer skills on IBM compatible P.C. systems and software
- Basic operation skills of general office equipment such as photocopiers, fax machines, and phone systems

Desired:

- Familiar with the theories and practices of human services
- Familiar with theories and principles of child development and early childhood education services
- Committed to the concept of helping children and families to become self-sufficient
- Familiar with area resources and services
- Resourceful and well organized self –starter, needing minimal supervision
- Knowledge and understanding of Head Start Performance Standards, and State and Federal regulations relevant to the Head Start Program 0-5

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Use hands to finger, handle, or feel
- Reach with hands and arms
- Sit or occasionally stand; walk and stoop, kneel, or crouch
- Regularly lift and/or move up to ten pounds
- Required vision abilities include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus
- Occasional exposure to wet and/or humid conditions
- Outside weather conditions
- Extreme cold and extreme heat
- Noise level is usually quiet to moderate
- Travel within agency area with occasional out of area trips for training
- Ability to work unconventional business hours

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**ACKNOWLEDGEMENT:**

“I have presented this job description to the employee and all aspects of the position have been reviewed.”

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Supervisor Signature

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Date

“I have read this job description and thoroughly discussed the contents with my supervisor.”

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Employee Signature

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Date