



Family and Community Services Manager

Date: 6/2020

Reports to: Assistant Director of Early Childhood Services

Department: Early Childhood

Classification: Exempt

Status: Full-time

POSITION SUMMARY:

Provide leadership and direct support to Family Advocates, Teachers, and Family Educators in conjunction with Site Managers and Home-base Program Manager, which promotes both the engagement of families and community to participate in the program. Facilitate effective social service coordination to Head Start and Early Head Start families as outlined in the Head Start Program 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. Ensures the ongoing recruitment of eligible families for the entire program through oversight and ongoing monitoring of recruitment activities.

ESSENTIAL FUNCTION:

- Responsible for interviewing and hiring Family Advocates /Family Educators in conjunction with the Site Managers/Directors and Home-base Program Manager.
- Work directly with the Data Manager regarding the program enrollment and recruitment efforts.
- Responsibility for the direct supervision and scheduling of Interpreter.
- Evaluate staff performance per agency Policies and Procedures in conjunction with Site Managers/and Home-base Program Manager.
- Provide daily supervision of family and community services.
- Provide regular support of staff through recognized practices such as joint reflective supervision, training and performance appraisal systems in conjunction with Site Managers and Home-Based Program Manager.
- Ensure that all staff provide customer driven services, supporting the parent(s) as the first and most important teacher for their child.
- Be knowledgeable of how and whom to contacts who can secure housing, food, and other resources for struggling families and individuals.
- Models appropriate advocacy skills for staff when dealing with community agencies, professionals, and schools.
- 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 and training of direct service staff.
- Provide training and oversight of Family Advocates and Family Educators to recruit and support parents for Policy Council and other leadership roles.
- Develop training to teach staff on what is Program Governance and obtain approval of the training content from the Director of Early Childhood. Train Head Start Managers, Coaches, Family Advocates ,Family Educators and Teaching Staff on the governance requirements of Program 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 ongoing monitoring, planning, and changes to the Family and Community Services approach.
- 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 Program Performance Standards.
- Ensure competence in Family Advocates and Family Educators 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.
- Work with the Director of Early Childhood Services to expand and enhance community partnerships.
- Ensure Family Advocates and Family Educators maintain regular contact with families.
- Ensure staff knowledge and competency regarding the Head Start Program Performance Standards, Policies DCF Childcare Regulation, Kansas Childcare Licensing Regulations, Policies, Procedures, and family assessment tools.
- Work directly with Family Advocates and Employment Coordinator to ensure families meet the requirements of the Childcare Partnership Grants
- Conducts outreach activities to recruit prospective families
- Develops recruiting materials for all program services and obtains approval from Director of Early Childhood Services to use materials.
- Develops and maintains relationships and partnerships with community service providers to share information coordinate resources and respond to community needs and changes.
- Works in conjunction with Program Managers to ensure positive effective transitions to public education for all children and families.
- In partnership with the Management team, promotes and prepares the agreements with community service providers to ensure quality services are provided to children and families
- Promote and recruit community volunteers and partners
- 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 trainings and staff meetings.
- Responsible for reporting any suspected abuse or neglect to appropriate authority.
- Promote SEK-CAP, Inc. in our service area.
- Demonstrate positive attitude and respect for all team members.
- Maintain and assure confidentiality and privacy of SEK-CAP, Inc. customers.
- Uphold and promote the expectations, core values and mission statement of SEK-CAP, Inc.
- Support management decisions in a positive manner in both in actions and words.
- Other duties as assigned.

EDUCATION AND QUALIFICATIONS:

- Bachelor's Degree in Social Work, Human Services, Family Services, Counseling, or related field.
- Two years of case management, home visiting experience, or work with at-risk families preferred
- Two years supervisory experience
- Ability to work effectively and communicate in a positive professional manner
- Submit to and pass criminal history including fingerprint 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 ongoing as required by state licensing and Head Start Program Performance Standards
- Be fully vaccinated for COVID-19 before beginning employment

KNOWLEDGE AND EXPERIENCE:

Essential:

- Effective supervisory and training 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
- Ability to uphold program and agency expectations
- Advanced computer skills on IBM compatible P.C. systems and software
- Ability to complete data input and conduct on ongoing monitoring of program data
- 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 Program Performance Standards, and State and Federal regulations relevant to the Head Start Program

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.”

Supervisor Signature

Date

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

Employee Signature

Date