



HEAD START OF YAMHILL COUNTY

2045 SW HWY 18, MCMINNVILLE, OR 97128

POSITION DESCRIPTION

Revision Date: July 1, 2012	Position Number: HSYC-12-10-FamSvcsCoord
Position Title: Family and Community Services Coordinator	Pay Range:
Reports to [Job Title & Division/Department]: Executive Director	
FLSA Status: Exempt	
Positions Supervised: Family Educators	

GENERAL DESCRIPTION

Primary responsibility for planning, coordination, and oversight of the social service, parent engagement, community service engagement, adult literacy, eligibility/ recruitment/ selection/ enrollment/ and attendance (ERSEA), volunteer and child abuse components of Head Start to insure program requirements are implemented consistently. Coordinate the delivery of social, community, and parent engagement services for parents and staff. Serve as HSYC liaison to community social service agencies, and primary support to staff in family and community services. Supervise Site Facilitators.

MINIMUM QUALIFICATIONS:

1. Significant experience in administration, including balancing regulatory requirements with budget constraints and growing community needs. Head Start or Early Head Start experience preferred.
2. Strong knowledge of theories and practices of Early Childhood Education/Development and Family/Social Services with focus on Infant/Toddler development.
3. Experience in design and delivery of training.
4. Experience working with staff and families with diverse backgrounds.
5. Experience working with at-risk, rural families is preferred.
6. Experience in Reflective Supervision is preferred.
7. Ability to determine and prioritize demanding workload while being flexible to emergent/unplanned needs and situations.
8. Significant decision-making and problem solving in many areas including the allocation of resources to program components, supervisory issues, scheduling and provision of program services.
9. Ability to handle highly stressful and sensitive situations in a professional manner.
10. Ability to interpret and implement complex policies and regulations.
11. Ability to work independently and maintain professional boundaries and confidentiality.
12. Ability to exercise tact and discretion in all employee interactions.
13. Strong organization and time management skills, ability to meet tight deadlines.

14. Demonstrate an understanding in ethical practices as listed in the NAEYC Code of Ethics
15. Must be free of child care-restrictible disease, as defined in OAR 333-019-0010, symptoms of physical illness, as defined in OAR 414-300-0220(1), or mental incapacity that poses a threat to the health or safety of children
16. Intermediate to advanced computer skills, including internet and e-mail.
17. Warm tone of voice
18. Enthusiastic, energetic, compassionate, sensitive and respectful personality
19. Willingness to learn and implement Developmental Parenting.
20. Demonstrate ability to use positive guidance techniques (PBIS) with children, families, and co-workers.
21. Maintain confidentiality and exercise sound judgment concerning privileged information
22. Reliable transportation

MINIMUM EDUCATION AND/OR EXPERIENCE:

Master's in Social Work, Human Services or Family Services and 1-2 years experience (preferred) working with low-income and at-risk families in a problem-solving capacity or Bachelor's in Social Work, Human Services or Family Services and 3+ years experience working with low-income and at-risk families or AA in Human Services or Family Services with 5+ years experience working with low-income and at-risk families.

COMMUNICATION SKILLS:

1. Able to effectively communicate positively, respectfully, sensitively and confidentially with children, families and co-workers.
2. Represent the organization to the public in a professional manner
3. Ability to read, speak, and write with proficiency in English language
4. Bilingual/ Bi-literate English/Spanish preferred.
5. Ability to use various types of equipment to communicate; email, fax, telephone conversations and face-to-face meetings.
6. Must be able to communicate with peers and Coordinators to relay important information quickly and effectively regarding children and families.
7. Ability to participate in effective conflict resolution practices.

CERTIFICATE, LICENSES, REGISTRATIONS:

1. Registration and approval to work in a child care facility, and continued enrollment with the Criminal History Registry of the Oregon Child Care Division.
2. Obtain First Aid/CPR certification within 60 days of hire.
3. Obtain Food Handler's permit within 60 days of hire.
4. TB clearance and employment physical; kept current according to HSYC policies.
5. Current & valid OR driver's license, valid auto insurance as required by state law, and reliable vehicle

Note: Applicant must be enrolled in the Criminal History Registry and is subject to fingerprinting and criminal records checks as required by ORS 181.537, and child protective services records checks.

ESSENTIAL JOB DUTIES:

1. Plans, supervises, and facilitates social service, parent engagement, community service engagement, adult literacy, ERSEA, volunteer, and child abuse components by:
 - Developing, implementing, monitoring, and reviewing annual work and training plans.
 - Ensuring the maintenance of complete, up-to-date, and accurate records.
 - Working with other Component Coordinators to insure program services meet the needs of participants according to program requirements.
 - Ensuring the use of Agency-adopted materials and strategies.
 - Overseeing the updating and distribution of Parent Handbook, Community Resource Guide, Parent Surveys, Parent Calendars, and other agency parent-/ community-literature.
 - Providing staff and parents with information about current community resources
 - Assisting Home Visitors in providing referrals, completing family Partnership Agreement and Goals, and providing direct services
 - Primary responsibility with Leadership Team for reviewing random sampling of children's files and Child Plus reports and data monthly for timely and accurate delivery of services and adherence to program and State and federal policies and procedures in the areas of Family and Social Services components.
 - Ensuring Family Partnership and Goal setting completion and follow up, referrals and follow-ups, and supporting staff and families in setting plans and follow up within required time lines.
 - Overseeing the recruitment of new families and agency recruitment systems and processes
 - Ensuring that the agency maintains full enrollment at all times
 - Monitoring classroom, socialization, and home visit attendance
 - Overseeing selection and eligibility, ensuring that federal guidelines and agency criteria are adhered to
 - Monitoring child files and Child Plus data system to insure eligibility, enrollment, and selection procedures and policies are adhered to.
 - Encouraging parent participation in all aspects of Head Start and in other similar organizations
 - Serving as agency child abuse and neglect contact for staff and community Child Protective Services agency.
 - Preparing for and attend Policy Council meetings/trainings
 - Overseeing Male Involvement and Family Engagement activities
 - Overseeing the acquisition of parent involvement supplies
 - Monitoring agency parent engagement component area requirements and activities in Child Plus data system including: male involvement and Policy Council attendance
 - Overseeing Site Facilitators.

2. Maintains program staff performance results by:
 - Training and supervising *Family Educators & Family Advocates*.
 - Providing guidance/reflection for staff regarding family systems
 - Providing ongoing individualized training/ mentoring program for staff
 - Providing staff social services education by conducting observations and providing feedback, and through direct staff training
 - Supporting staff in understanding and achieving cultural sensitivity

- Observing and meeting regularly with Site Facilitators to provide support and technical assistance
 - Regularly monitoring case management meetings
 - Participating in regularly scheduled group and individual Reflective Supervision with staff.
 - Supporting staff to promote parents in their parenting role as their child's first teacher and building on that relationship to enhance parent-child attachment and strengthen parenting skills development.
 - Developing and encouraging relationships (staff-parent, parent-child) based on strengths, respect, and trust.
 - Providing supportive staff performance reviews.
 - Ensuring program effectiveness through employee performance and professional development plans.
 - Planning, monitoring, and appraising job results.
 - Meeting regularly with Leadership and Coordinator Team for reflective practices and guidance.
 - Implementing staff disciplinary action in accordance with Agency policy and procedures.
 - Reviewing and authorizing staff time, spending, and mileage records to ensure compliance with Agency policies and procedures, and in regards to wage and hour laws and regulations.
 - Ensuring compliance with Agency occupational safety and health standards.
3. Ensures the hire of qualified volunteers/ staff by:
- Participating in Agency hiring process and procedures
 - Participating in team interview panels
 - Providing orientation and training to new staff and volunteers as required
 - Facilitating volunteer training to include HSYC expectations and philosophies (HS Component 101 Training) and training with Site Facilitators (regarding Site requirements) and Component Coordinators, including follow-up as needed
 - Act as key coordinator of volunteer placement and oversight of volunteer services for HSYC
 - Recruit parent and community volunteers
 - Work closely with HR in processing and updating of volunteer applications/ requirements
 - Monitoring Child Plus data system for accurate collection of volunteer
4. Advocates for Head Start by:
- Fostering an understanding of Head Start and HSYC, its mission, vision, goals, and objectives.
 - Representing program to outside organizations.
 - Designing and delivering regular formal presentations to parents, □
 - Regularly communicating with other agencies and advocates for services for families
 - Arranging, coordinating, and monitoring contracted services for ERSEA activities with community Self Sufficiency agency.
 - Arranging, coordinating, and monitoring contracted services and activities of community agencies and consultants to include training in such areas as adult literacy and education/ learning, parenting, social and community services, home visiting, and volunteering.
 - Assuming liaison role to community and state social service agencies.

5. Contributes to team effort by:
 - Being a participant on the HSYC Leadership and Coordinator Teams.
 - Demonstrating leadership ability in area of planning, organizing, supervising, and communicating
 - Collaborating with Leadership Team to develop coordinating work plan training sessions for pre-service and in-service training as needed throughout the year.
 - Participate in the decision making and implementation of program goals and objectives
 - Assisting in the development of training objectives and activities for staff and parents
 - Completing reports and documents as required
 - Working cooperatively with Head Start staff, parents, and community members/ agencies to complete activities in accordance with the work plans and Federal Performance Standards
 - Interacting with members of Board of Directors and Policy Council upon request of Executive Director. Attend meetings as requested by Executive Director.
 - Completing and submitting monthly reports.
 - Attending local staff and parent meetings.
 - Attending local and or state training.
 - Assisting Executive Director in planning for appropriate facilities and space.
 - Assisting in the establishment of access to parent, family, and child abuse and neglect support services in the community through contracts and interagency agreements.
 - Assisting in the development of parent education contracts in conjunction with local agencies in the community.
 - Meeting with Executive Director as required (minimum monthly on a regular basis)
 - Establishing open and positive communication and interaction with all staff.
 - Participating with HSYC Leadership Team in program planning, establishing policies and procedures, budget preparation, grant development, and assistance with preparation of annual federal and state grants.
 - Participating in the development of collaborations and facility development for future expansion of families and/or services.
 - Participating in the coordination of the annual Program Self- Assessment and follow-up planning for improvement
 - Openly receiving feedback from members of the Leadership Team and implement plans of action to comply with Head Start Performance Standards and HSYC policies.

6. Maintains professional and technical knowledge and practices by:
 - Attending educational workshops, establishing personal networks, attending designated training workshops or seminars, participating in training as part of the HSYC team.
 - Implementing and employing the NAEYC Code of Ethics and Agency-specific ethics and policies.
 - Keeping current on local, state, and federal regulations and accepted best practices applicable to Family and Community Engagement service areas.

7. Maintains confidence and protects agency operations by:
 - Keeping information confidential.

SUPERVISORY RESPONSIBILITIES:

1. Supervision of *Family Educators* and *Family Advocates*
2. Participate in training and evaluating Volunteers.
3. Act as a Mentor to Family Service Staff, Volunteers, and substitutes to support their professional growth

PHYSICAL DEMANDS:

The physical demands 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.

1. Ability to: lift up to 50 pounds with assistance; bend; stoop; crawl; run after and with children on and occasional basis
2. Ability to sit for long periods of time

MENTAL DEMANDS:

1. Job requires mental alertness
2. Ability to anticipate possible crisis situations and deal with them effectively
3. Ability to use good judgment with at-risk client populations
4. Ability to handle stress and be flexible

WORK ENVIRONMENT:

The work environment characteristics 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.

1. Exposure to outside weather conditions
2. Driving in all conditions
3. Indoor environment
4. Exposed to wet and/or humid conditions due to outside weather conditions
5. Work within a team environment

CONFIDENTIALITY:

Respects the confidentiality of information about Head Start enrolled children and families, agency staff, personnel issues and other program operations

I have read this job description. I understand my responsibilities and will fulfill them to the best of my ability.

Signature

Date

The organization reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.