



## HEAD START OF YAMHILL COUNTY

1006 NE 3<sup>RD</sup> STREET (SUITE A), MCMINNVILLE, OR 97128

### POSITION DESCRIPTION

<b>Revision Date:</b> 04/01/2017	<b>Position Number:</b> HSYC 07-16 CVS	<b>FLSA Status:</b> Non-Exempt
<b>Position Title:</b> Communications and Volunteer Specialist	<b>Pay / Category:</b> TBD, Full-Time with benefits	
<b>Reports to [Job Title &amp; Division/Department]:</b> Executive Director	<b>Positions Supervised:</b> Administrative Office Support I & II	

### GENERAL DESCRIPTION:

Provide administrative support to the organization in the development, revision, and sharing of communication regarding Head Start of Yamhill County (HSYC), it's mission, services, needs, and achievements. Available for special projects related to communication and strengthening HSYC's services. Primary responsibility for recruitment, planning, coordination, and oversight of community volunteers to ensure program procedures and requirements are implemented consistently and community volunteers are trained, mentored, and supported. Serve as HSYC liaison to community organizations and persons who are (potential) community volunteers. Supervise community volunteers.

### JOB DUTIES:

- Plans, develops, and has primary responsibility for communicating internally and externally regarding HSYC:
  - Lead the development and implementation of a refined communications and branding strategy.
  - Coordinate agency communications activities, including but not limited to: HSYC website, blogs, newsletters, calendars, surveys, Annual Report, brochures, fliers, 211 updates, Self-Assessment, outcomes towards goals, and social media updates. This may include developing, drafting, editing, and overseeing the printing and/or distribution of such materials.
  - Draft, edit, and/or distribute press releases, internal messaging, and other correspondence as needed.
  - Assist the Executive Director in providing guidance to all staff in the appropriate use of communication at HSYC.
  - Be a member of the Leadership Team, assisting in development and implementation of new projects in the areas of community awareness, program development, and community engagement with HSYC; this may include event planning, presentations, and other activities related to these areas.
  - Produce final drafts of meeting minutes, manuals, grant requests and misc. executive documents.
  - Provide status reports of projects when requested.
  - Monitor and follow up on projects.
  - Respond to requests for information from Executive Director.
- Administers all components of HSYC MS SharePoint as primary point person including but not limited to:
  - Staff email assignment, training, and termination.
  - Coordination with Microsoft supports and vendors.
  - Forms and Documents repository.

- Ensuring compliance with Agency security and confidentiality requirements.
3. 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, staff, Board of Directors, and community groups to provide information and ensure collaboration and promote advocacy.
  4. Contributes to team effort by:
    - Being a participant on the HSYC Leadership Team and working closely with IT.
    - Collaborating with Leadership Team to develop coordinating work plan training sessions for pre-service and in-service training, as well as community volunteers and the staff who interact with them as needed throughout the year.
    - Interacting with members of Board of Directors, Policy Council, and Finance Committee upon request of Executive Director. Attend meetings and support all associated administrative tasks.
    - Completing and submitting reports and documents.
    - Attending local staff meetings & local and/or state trainings.
    - Assisting Executive Director in planning for appropriate facilities and space.
    - Meeting with Executive Director as required.
    - Establishing open and positive communication and interaction with all staff and community volunteers.
    - 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.
    - Participate in the decision making and implementation of program goals and objectives related to community volunteers.
    - Assisting in the development of training objectives and activities for community volunteers.
    - 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.
    - Participating in the coordination of the triennial Program Community Assessment.
    - Openly receiving feedback from members of the Leadership Team and implement plans of action to comply with Head Start Performance Standards and HSYC policies.
    - Working cooperatively with Head Start staff, parents, and community members/ agencies to complete activities in accordance with the work plans and Federal Performance Standards.
    - Demonstrating leadership ability in area of planning, organizing, supervising, and communicating.
  5. 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 social media, technology, and communications program service areas.
  6. Plans, supervises, and facilitates community volunteer component by:
    - Ensuring the maintenance of complete, up-to-date, and accurate records.

- Working with Component Coordinators to ensure community volunteer activities enhance program services according to program requirements.
  - Ensuring the use of Agency-adopted materials and strategies.
  - Articulating and modeling the mission and spirit of Head Start for community volunteers.
7. Maintains program community volunteer performance results by:
- Training and supervising community volunteers.
  - Providing guidance/ reflection for community volunteers.
  - Providing ongoing individualized training/ mentoring program for community volunteers.
  - Providing community volunteers appropriate education related to volunteer duties by conducting observations and providing feedback, and through direct volunteer training.
  - Supporting community volunteers in understanding and achieving cultural sensitivity.
  - Observing and meeting regularly with community volunteers to provide support and technical assistance.
  - Supporting community volunteers in understanding parents' 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 based on strengths, respect, and trust.
  - Reviewing and authorizing volunteer time and mileage records for in kind purposes.
  - Facilitating compliance with Agency occupational safety and health standards.
8. Ensures the recruitment/ processing of qualified community volunteers by:
- Participating in community events to "tell the Head Start Story" as a means of educating the community and potential community volunteers.
  - Participating in the design and development of HSYC community volunteer recruitment/ "hiring" materials and community volunteer program.
  - Meeting with community agencies and individuals for HSYC community volunteer recruitment purposes.
  - Facilitating community training with center and organization staff including follow-up as needed, and volunteer training to include HSYC expectations and philosophies (HS Component 101 Training).
  - Work with Component Coordinators and staff regarding coordination of community volunteer placement and oversight of volunteer services for HSYC.
  - Work closely with HR in processing community volunteer applications, pre-volunteer requirement completion, and supporting the volunteer in the completion of applications.
  - Training and supporting community volunteers in recording and processing of timesheets, in kind forms, volunteer feedback and other organizational requirements related to volunteer tracking.
9. Maintains confidence and protects agency operations by:
- Keeping information confidential.

**MINIMUM EDUCATION AND/OR EXPERIENCE:**

1. AA/AS in related field.
2. Professional communications experience, preferred.
3. 1-2 years' experience (preferred) working with volunteers in a recruitment, mentoring, and supervisory

capacity.

### **MINIMUM QUALIFICATIONS:**

1. Strong written, verbal and technical communication skills.
2. Strong and diverse technology skills (web and social media applications, SharePoint, etc.)
3. Strong organization and time management skills, ability to meet tight deadlines.
4. Demonstrate an understanding in ethical practices as listed in the NAEYC Code of Ethics.
5. 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.
6. Intermediate to advanced computer skills, including web updating and email administration.
7. Maintain confidentiality and exercise sound judgment concerning privileged information.
8. Reliable transportation.

### **COMMUNICATION SKILLS:**

1. Ability to effectively communicate positively, respectfully, sensitively, and confidentially with children, families, staff, and community members.
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. Must be able to communicate effectively with a variety of audiences (public, governing bodies, parents, funders, staff, Leadership Team).
6. Ability to participate in effective conflict resolution practices.

### **OTHER QUALIFICATIONS:**

1. Knowledge of/ willingness to learn about:
  - a. Head Start
  - b. updating HSYC website
  - c. updating a Facebook page and other social media
  - d. Microsoft SharePoint administration
  - e. various software programs for HSYC communication purposes

### **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 consisting of a Federal fingerprint background check, state background check, child abuse/neglect check and sex offender check.

2. Pre-employment physical and employment physicals throughout employment.
3. Self-Health Appraisals throughout employment.
4. Complete the Head Start 101 and Human Resources trainings.
5. Obtain the Introduction to Child Care Health and Safety Certificate within 30 days of hire.
6. Obtain the Recognizing and Reporting Child Abuse and Neglect Certificate within 90 days of hire.
7. Willingness to participate in a minimum of 15 clock hours of professional development training, per year.
8. Valid Oregon driver's license & vehicle insurance, as required by state law.

**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.

#### **ADDITIONAL JOB DUTIES:**

1. Perform other job duties when necessary.

#### **SUPERVISORY RESPONSIBILITIES:**

1. Supervision of Community Volunteers.
2. Participate in training and evaluating Community Volunteers.
3. Act as a Mentor to Community Volunteers to support their professional growth.
4. Use Reflective Supervision with staff and co-workers as a method of building on strengths and encouraging growth and development as effective and vital members of the HSYC Agency.
5. Encourage and support professional development opportunities.
6. Facilitate resolution of conflicts within the organization according to Agency policies and procedures.

#### **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 80 pounds with assistance.
2. Bend, stoop, crawl on occasional basis.
3. 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 indoor environments and outside weather conditions.
2. Driving in all weather conditions.
3. Work within a team environment.

**CONFIDENTIALITY:**

This position respects the confidentiality of information about Head Start’s 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**

**This 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.**