

FAMILY SERVICES WORKER III

DEPARTMENT: Head Start/Early Head Start

REPORTS TO: Family Services and Community Partnership Coordinator

STATUS: Full-Time, Non-Exempt (Works less than 12 months per year)

POSITION STATEMENT

Recruits and enrolls Early Head Start and Head Start children, assists parents in setting and monitoring goals for themselves and their families, translates verbal and written communication for Hispanic families who are not bilingual, coordinates community resources based upon the needs of families, and facilitates parent meetings.

ESSENTIAL FUNCTIONS

- Maintains a significant caseload of 45 to 65 families who are enrolled in the Early Head Start and Head Start programs.
- Assist in the recruitment of Early Head Start and Head Start children throughout the year.
- Assists in the processing of enrollment, transfer, and termination paperwork of Early Head Start/Head Start center children, to include obtaining all records for enrollment, sharing information with parents/guardians, recording information about enrollees, performing clerical work to establish and maintain children's files, corresponding with parents and agencies, etc.
- Counsels with parents or guardians to assist them in developing and implementing Family Partnership Agreements.
- Monitors the progress on Family Partnership goals and assists families in creating additional Partnership Agreements when goals have been attained.
- Works with Early Head Start/Head Start parents to identify and access community services and resources which are responsive to the family's interests and goals.
- Maintain contacts (phone calls, group activity, home visits, and classroom visits) to promote partnership and provide for regular communication.
- Interacts and provides supports with center personnel and other component staff to share relevant information about families' circumstances that may affect the child's development.
- Makes home visits to families for the purposes of establishing rapport, obtaining paperwork, setting and following through with goals, assuring that children's records are obtained, and providing assistance with crisis intervention and other emergency needs for children and families.
- Occasionally uses WCCA vehicles to transport family members to community services and Head Start/Early Head Start functions.
- Participates in in-service training and staff meetings.
- Performs other duties as assigned.

EDUCATION, EXPERIENCE, AND SKILLS REQUIRED

- Bachelor’s Degree preferred.
- A minimum of 2 years case management experience or experience in related field.
- A high school diploma or GED with a minimum of 6 years case management experience or experience in related field.
- Must be at least 21 years of age.
- Ability to speak Spanish and English with the ability to translate written materials.
- Ability to work effectively with Head Start parents, other staff, and community agency representatives.
- Excellent written and verbal communication skills.
- The skill and willingness to deal with sensitive family situations in a non-threatening and professional manner
- Knowledge of early childhood education and intervention is preferred.
- Basic computer skills necessary for entering data, typing paragraphs, composing notices, etc.
- Ability to read and understand (or seek clarification of) program and agency regulations, standards, and procedures.
- Familiarity with community social services agencies.
- Must possess a valid driver’s license and a safe driving record; must have vehicle to use in work. Must have proof of current liability insurance of \$100,000/\$300,000 in order to drive personal car for work. Otherwise, an agency vehicle must be driven.
- Must submit to agency drug pool requirements in order to drive agency vehicles.
- Employment is pending successful immediate and continued enrollment in Child Care Division-Criminal History Registry.
- Physician’s statement of good health within 60 days of employment or earlier if required by supervisory personnel. Provide personal statement of good health annually or upon request by HS Director, Health Advisory Committee or NC Child Care Licensing.
- Have negative results of TB test before beginning work.

PHYSICAL DEMANDS

 X Walking X Sitting X Climbing X Lifting (40lbs.)
 X Stooping X Standing X Kneeling X Crouching

COMPENSATION

Grade 33 (\$12.40 - \$15.87) Determined by experience

Revised by: Kristi Goodrum
Written by: Darla Lindeman
Approved by: Betty DePina
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