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Performance Standard	1304.52 (b) (5)	Component Affected:	Family Services

Mid-Columbia Children's Council Job Description

Title: Family Services Coordinator Department: Family Services
FLSA Status: Non-Exempt Reports to: Family Services Mgr.

The following information is designed to outline the functions and position requirements of this job. It does not identify all tasks that may be expected, nor address the performance standards that must be maintained.

General Position Summary:

The Family Services Coordinators work together to ensure that the MCCC Head Start programs are meeting quality standards in Social Services, Parent Involvement and Eligibility Recruitment Selection Enrollment and Attendance (ERSEA). The incumbents recruit and qualify new students and are a resource service within the community.

Essential Functions/Major Responsibilities:

- Be a resource regarding community partners and services within the MCCC service area.
- Monitor social service documentation and activities at assigned centers.
- Maintain databases: create monitoring reports as required for Family Service Manger, Executive Director, Policy Council and Board of Directors.
- Track and review all social services records, including referrals and follow up.
- Contribute to staff trainings in social services, community partnerships and parent involvement.
- Coordinate student recruiting efforts; ensure full enrollment; maintain participant waiting lists.
- Ensure completion of a needs assessment for each family.
- Act on referrals of concern from staff.
- Provide direct services as appropriate or refer to the proper community resources in consultation with the teaching staff.
- Ensure that all families receive a community resource guide.
- Assist Center Coordinators with training of Parent Group officers.
- Conduct one home visit observation with each teacher, home visitor or family health advocate per year in assigned areas. May serve as a translator when needed.
- Participate in Parent Group meetings as needed at assigned centers.
- Provide guidance/assistance to Policy Council representatives.
- Follow-up with families with records of low participation or consecutive child absences from class. Encourage attendance and participation.
- Assist with childcare billing and co-payment tracking as needed.
- Translate documents and forms for use by staff, volunteers and parents.
- Coordinate and maintain the Parent Involvement Program with center staff.

- Conduct parent trainings as needed at assigned centers.
- Attend trainings as required.
- Participate in agency and organization meetings.
- Advocate for MCCC and families. Maintain contact within the community and with appropriate public agencies. Provide information to staff and families on community resources.
- Participate in agency activities, including but not limited to annual Self-Assessment (organization-wide process), Community Needs Assessment process, State and Federal program reviews, Program Information Report data collection, and update/review of agency Work Plans.

Secondary Functions:

- Assist with production of parent newsletter.
- Notify parents of appropriate job opportunities, training and educational programs in the community and within the agency.
- Monitor and report child abuse/neglect as a mandated reporter.
- Document In-kind activities, services, and/or goods.
- Other duties as required.

Job Scope:

Work is generally recurring with some variation and a moderate degree of complexity. Decisions must be made independently within prescribed operating procedures and guidelines. Errors in work can have an impact on the reputation and overall success of the organization and student individual success.

Supervisory Responsibility:

Position is not supervisory in nature, but incumbent provides guidance to other staff, volunteers, and parents.

Interpersonal Contacts:

- Contacts are within and outside of the agency, usually face-to-face, including group presentations and can involve individuals who are non-English speakers or non-native English speakers. Electronic forms of communication are also used. Communication may often contain confidential and/or sensitive information.

Specific Job Skills:

- Ability to make presentations to diverse groups of various sizes.
- Ability to understand and explain Head Start standards and related documents, especially as they relate to the position's specific area of responsibility.
- Knowledge of and ability to explain current community resources for children, parents, and families.

- Ability to effectively advocate for MCCC and program participants.
- Knowledge of poverty issues and ability to work with families in crisis.
- Ability to function professionally with proper boundaries, positively and effectively as a team member, working with parents, staff, volunteers, other agency staff and the community.
- Keyboarding skills, computer literacy, and familiarity and/or ability to learn/use various applications such as databases, word processing, e-mail and internet.
- Ability to perform basic math (add, subtract, multiply and divide).
- Ability to use independent judgment and make decisions.
- Ability to analyze problems, suggest solutions.
- Ability to maintain confidentiality and use discretion when appropriate.
- Record keeping and organizational skills.
- Ability to employ active listening skills.
- Ability to collaborate with other staff members resulting in appropriate solutions for agency challenges.
- Requires excellent verbal and written communication skills with strong emphasis in training skills and conflict resolution as well as the ability to communicate with parents outside of classroom hours face-to-face, via phone, electronically and/or using other appropriate methods.
- Ability to stand, sit, walk, lift, squat, twist, turn, push, pull, reach and use hands on a daily basis.
- Ability to pass and maintain a criminal background check meeting State, Federal &/or local guidelines for working with children.
- Ability to maintain a good driving record/insurability in order to keep home and site visit schedule current.
- Ability to effectively communicate with individuals speaking other languages; Bilingual and bi-literate (English/Spanish) strongly preferred and may be required in some instances. Fluency may involve serving in a translating role, both with spoken and written materials.

Education and/or Experience:

- Current Infant/Child CPR and First Aid certifications.
- Two years experience in fields related to social, human or family services.
- Bachelor's degree in Social Work, Psychology, Human/Family Studies or a related field of study preferred. Associate's degree with related coursework and equivalent training and experience may be considered.
- Prior experience in Early Head Start or Head Start programs strongly preferred.
- Social Services Competency Based Training (SSCBT) required within three years of employment.

Job Conditions:

Work generally takes place indoors during normal business hours. Weekly travel, usually by personal car, between sites and for home observations, is required. Hours can extend beyond a typical 40 hour workweek, including evening meetings.

First Level Supervisory Approval

Second Level Approval