



Family Service Worker

Classification: Exempt
Status: Full-time
Reports to: Service Integration Specialist
Location: Assigned Head Start Centers

JOB DESCRIPTION:

Summary/Objective:

Under the supervision of the Health and Family Service Coordinator, assist the agency with recruiting and enrolling income eligible children, case management, and establishing family partnership agreements with assigned families.

Essential Functions:

Recruitment and Enrollment:

- Participate in recruiting activities such as recruitment and community fairs.
- Assist the agency in enrolling income eligible children.
- Assist families in completing the Howard County Head Start Enrollment Application: to include but not limited to completing the pre-qualification sheet, establish residency, obtain pre-determined financial documentation, emergency card, health inventory, dental record, immunization record, and transportation form.
- Assist agency in notifying families of enrollment status, upon approval from direct supervisor.
- Assist Center Manager and teaching staff with placement of enrolled children.
- Enter enrollment information into the PRO-2000 data system.

Case Management:

- Update emergency and transportation information on a regular basis.
- Monitor center files to ensure that all required information is current.
- Follow the 90, 60, 30 day notification policy for children who need physicals, dental examinations, or immunizations.
- Contact parents if children have been absent two or more days or when a referral regarding absenteeism, tardiness, or transportation concerns is submitted.
- Attend monthly "round" to assist parents with understanding the services that are provided to their child.
- Refer families in crisis situations to community agencies.
- Track all referral information for PIR report yearly
- Assist Center Manager with meeting Maryland Child Care Administration regulations.

Family Partnership Agreement:

- Conduct two scheduled home visits per year with assigned families.
- Determine a family goal and create a timeline for completion and a directory of resources for each family.
- Monitor the family goal on a monthly basis.
- Assist families in transitioning from Head Start to the Public School System

Parent Involvement:

- Provide opportunities for parents to participate in center and program level activities.
- Facilitate Center Committee meetings.
- Assist Center Committee with understanding and implementing by-laws and shared governance procedures.
- Based on parents interest secure speakers to attend center committee meetings and parent education sessions.

General Responsibilities:

- Required to use your own personal vehicle to fulfill your job related responsibilities.
- Be a positive role model by maintaining the highest level of professional and ethical behavior throughout your interactions with both internal and external customers. Uses technology for the completion of specified job duties.
- Attends work regularly per assigned work schedule and in accordance with Agency policy.
- Attends and participates with in-service training, staff meetings and other activities to facilitate professional development.
- Works cooperatively with others including all staff, supervisors, administrators, co-workers, community professionals, clients, vendors and the public.
- Follows instructions and abides by Agency policies and procedures.
- Assumes other duties, responsibilities and special projects as needed

Secondary Functions:

- Works cooperatively and effectively with Agency volunteers maximizing the volunteers' experience while meeting the needs of the programs.

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.

- ✓ Ability to work in an office environment.
- ✓ Ability in work in a classroom environment.
- ✓ Ability to communicate on the telephone.
- ✓ Ability to complete tasks with numerous interruptions.
- ✓ Ability to sit for long periods of time.
- ✓ Ability to walk up and down stairs.
- ✓ Ability to lift up to 50 lbs.
- ✓ Ability to bend, lift and carry.
- ✓ Must be able to maintain a safe environment for up to 20 people. This includes, but is not limited to the physical ability to evacuate students and clients during disaster drills and emergency situations.
- ✓ Full awareness of environmental stimuli
- ✓ Full range of motion above the head.
- ✓ Ability to operate a motor vehicle.

Education:

Bachelor's degree in Social Work, Psychology, Human Development or related field

Bi-Lingual preferred

Experience:

Three years' experience working with families of young children

Must have a current State of Maryland driver's license

Knowledge of Head Start Performance Standards preferred

Abilities and Skills:



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- ✓ Strong computer proficiency especially with Microsoft Office (Word, Excel and PowerPoint).
- ✓ Effective decision-making and problem solving skills.
- ✓ Must be organized, flexible and dedicated to quality service delivery.
- ✓ Ability to work independently and collaboratively with others.
- ✓ Ability to prioritize and manage multiple tasks effectively.
- ✓ Proficient in technology applications.
- ✓ Ability to analyze data and recommend action.
- ✓ Demonstrate integrity and ethical standards in job performance.
- ✓ Strong organizational skills with the ability to prioritize tasks.
- ✓ Ability to communicate effectively, both orally and in writing across all levels of the organization.
- ✓ Ability to work with sensitive information and maintain a high degree of confidentiality.
- ✓ Effective management skills with an ability to plan and implement systems that are outcome oriented and ensure quality service delivery.
- ✓ Expertise in the client plan development, implementation and review process.
- ✓ Effective management skills with an ability to plan and implement systems that are client focused, outcome oriented, and ensures quality service delivery.
- ✓ Knowledge of regulatory standards.
- ✓ Case management skills with focus on client advocacy and outcomes.
- ✓ Knowledge of governmental benefits, community programs and other resources with ability to access same for the clients.
- ✓ Ability to demonstrate compassion and respect for persons with economic challenges.

AAP/EEO Statement:

Community Action Council of Howard County is an equal opportunity employer.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

NOTE: At the discretion of the Personnel Officer, additional related experience and/or education may be substituted in lieu of the requirements specified above under Education and Experience.

Employee Signature

Date