Family Service Worker

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

JOB DESCRIPTION:

Summary/Objective:
This position recruits and enrolls income eligible and categorically eligible families, ensures the seamless provision of services across the Agency, and incorporates a coaching approach to working with parents on their personal and professional goals.

Essential Functions:

Recruitment and Enrollment:

- Responsible for assisting families with enrolling income and categorically eligible children in completing the Howard County Early Childhood Education program’s 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.
- Participates in outreach events such as recruitment and community fairs, and to maintain relationships with community partners.
- Educates all applying families about Agency’s resources and services, including home energy, weatherization, housing and food assistance.
- Responsible for determining eligibility and submitting completed application within 30 days.
- Collaborates with Center Manager and Early Childhood Education team for the placement of enrolled children, to include annual parent orientation scheduling prior to enrollment and individual parent orientation throughout the year.

Case Management:

- Maintains communication with Head Start colleagues including the Center Managers, Education Coordinator, Disabilities Coordinator and Behavior Specialist regarding a student’s progress and well-being.
- Updates emergency and transportation information on a regular basis.
- Monitors CAP60, Gateway and center files to ensure that all required information is current.
- Contact parents regarding absenteeism, tardiness, or transportation concerns upon the receipt of a referral form a teacher.
- Attends monthly “round” in conjunction with the Early Childhood Education team to assist parents with understanding the services that are provided to their child.
- Responsible for referring families to community agencies for appropriate services.
• Tracks all referral information in CAP60 client management database, with a particular emphasis on CAC-wide program referrals.
• Support the Head Start Center with Maryland Child Care Administration audits.

Family Partnership Agreement:
• Conducts a minimum of two scheduled home visits per year with assigned families, in the fall and in the spring.
• Incorporates the use of the Crisis to Thriving Pathways Scale as part of the strengths and needs assessment process.
• Coaches parents to develop a challenging yet realistic family goal and create a timeline for completion.
• Monitors the family goal on a regular basis and check in with parents on progress on an as needed basis.
• Tracks Pathways Scale and family goal progress in CAP60 database.

Family Engagement:
• Collaborate with center manager to develop annual parent committee meeting agenda and/or training calendar.
• Arrange for speakers and special guests at parent committee meetings.
• Responsible for parent attendance and participation at the meeting.

General 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.
• 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.
• Stocks, monitors and distributes the food in the center’s pantries.
• May assist with classroom ratio, childcare coverage, event set-up, and screenings as designated.

Education Experience and Knowledge:
• Bachelor’s degree in Social Work, Psychology, Human Development or related field
• Three years’ experience working with families of young children
• Must have a valid State of Maryland driver’s license.
• Required to use your own personal vehicle to fulfill your job related responsibilities.
• Knowledge of Early Childhood Education Performance Standards preferred
• Bi-lingual in Spanish preferred
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 to 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.

Abilities and Skills:

- 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.
- 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.
- 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