YOLO COUNTY OFFICE OF EDUCATION

Head Start/Early Head Start Programs

CLASS TITLE: FAMILY SUPPORT SERVICES SPECIALIST

BASIC FUNCTION:

Under the direction of the Head Start/Early Head Start Program Family Support Services Manager, to assist, the family support services programs and activities of the Head Start and Early Head Start programs; assist the outreach, recruitment, and enrollment of pregnant women, infants, toddlers, and preschool aged children; monitor parent involvement opportunities in Head Start and Early Head Start, support parent committee and Policy Council activities; assist assigned activities with other Head Start and Early Head Start service areas and with outside agencies; and provide highly responsible and complex administrative support to the Yolo County Head Start and Early Head Start Program.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Assist in the responsibility for family support services and activities of the Head Start and Early Head Start programs in accordance with Head Start Performance Standards; assure individual family plans are developed and implemented to meet identified health, mental health, and social service needs of children and families; provide case consultation and crisis intervention; coordinate referrals to outside agencies; assure principles of case management and integration of services are applied to programs and services offered to families.

Assist with the Family and Community Partnerships and ERSEA plans for Head Start and Early Head Start in consultation with staff, parents and community partners. Assist, develop, review and evaluate parent involvement, parent education, resource and referral, and social services plans and make recommendations for corrective action, as needed.

Serve as a liaison for the Head Start/Early Head Start programs with community programs providing services to low-income families. Develop partnerships with community agencies to assure resources are available and accessible to Head Start and Early Head Start families; continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; plans and implements adjustments as necessary.

Assist with on-going monitoring, including regular site visits, to assure each enrolled family receives the support and services required by Performance Standards; that family needs are assessed and that all identified concerns receive appropriate follow up to resolution; and that program goals and objectives are met.

Assist with planning, supporting and providing opportunities for parents to become involved in program activities; assist home based and center based teachers and staff to establish and support Parent Committees as defined in Performance Standards; monitor

and recommend improvements to parent activities; serve as the staff resource to the Policy Council.

Assist with enrollment, recruitment, selection and attendance processes based on assessed community need and established eligibility criteria.

Assist with the collection of data as needed to ensure compliance with pertinent legislation, regulations, and laws; ensure timely and accurate reporting of data to Federal and State authorities. Analyze data for evaluating, planning, and improvement of services.

Meet regularly with the Family Support Services Manager, the health specialist and family support services assistants; meet with other staff as needed. Attend case conferences, parent conferences, case reviews, IEP/IFSP meetings, staff meetings, parent meetings, in-service and pre-service meetings, and other meetings. Participate in the training of staff.

Expedite completion of pre-enrollment requirements by assisting families to obtain the necessary health services and documentation of the health services; and, by completing all required forms and health records accurately and in a timely manner. After enrollment assure that health and dental services required by Performance Standards and/or are identified by the Health Services Manager or Health Specialist are obtained. Assist the Health Specialist and Health Services Manager to perform health screenings such as height and weight, nutrition screening, and others. Update all children's health records as services are provided or acquired. Transport children and families as needed to obtain required health and dental services.

In collaboration with the parent or primary care giver assess the health, social service and training/educational needs of each assigned family. Utilizing a case management approach, develop with each family an Individual Family Plan based on the family's assessed and expressed needs and interests. Assist each family to implement the Individual Family Plan; document activities and progress toward the successful completion of the plan. Make appropriate referrals to other agencies and follow up on all referrals acting as an advocate when needed. Work closely with the Family Support Services Manager to assist families in crisis. Document intervention and results of the intervention. Provide or arrange for transportation and translation when necessary.

Prepare individual comprehensive service files for each assigned child and family. Assure that all files are accurate and up-to-date. Use a computer and other office equipment to gather, record, retrieve, collate, copy, disseminate information.

Perform other job related tasks as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Community resources available within Yolo County.
- Philosophy of Family Self-sufficiency.
- Principles, philosophy, and practices of Head Start/Early Head Start.
- Principles and practice of case management and crisis intervention programs.

ABILITY TO:

- Plan, coordinate and organize activities.
- Analyze and solve problems.
- Use a computer to collect, record, retrieve data and prepare reports.
- Maintain detailed records accurately and in a timely manner.
- Prepare reports and summaries with general directions.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Interact with and maintain cooperative relationships with individuals of diverse backgrounds and cultures.
- Prepare clear and concise administrative reports.
- Communicate in the Spanish, Russian, or other primary language of enrolled families, highly desirable.

EDUCATION AND EXPERIENCE:

- AA Degree in human services, psychology, social service or a closely related field.
- Prior experience as a Family Support Services Assistant in a Head Start/Early Head Start Program.

LICENSES AND OTHER REQUIREMENTS:

License or Certificates:

- Valid California driver's license.

Requirements:

- Communicate orally and in writing using correct English usage, spelling, grammar, vocabulary and punctuation.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
Travel from site to site within the county.

PHYSICAL DEMANDS:
Sitting or standing for extended periods of time.
Dexterity of hands and fingers to operate a computer keyboard and other standard office equipment.
Seeing to read a variety of materials.
Hearing and speaking in order to exchange information.
Driving a vehicle to conduct work.

APPROVED:

_____	_____
Signature, Policy Council Chair	Date of Approval
_____	_____
Signature, Superintendent or Designee	Date of Approval