



Job Class: Family Support Coordinator
Department: Head Start
Supervisor: Family Support Manager
FLSA Status: NE Grade: 10
Revision Date: June, 2017
Prepared by: Bi-County CAP, Inc.

Job Summary:

The Primary role of the Family Support Coordinator is to coordinate and provide direct support services to Head Start families through case management, home visits, family needs assessment, family goals, resource and referrals, establishing and maintaining community partnerships, and doing recruitment/enrollment. Parent and family engagement activities are grounded in positive, ongoing, and goal-oriented relationships with families and work toward parents achieving their goals. By providing support and encouragement to parents and guardians, family engagement outcomes are achieved, resulting in children who are healthy and ready for school.

Scope of Responsibility:

- Provides recruitment and enrollment services.
- Provides individual case management by building trusting relationships with low-income Head Start families in identifying strengths, assessing their needs, setting goals and utilizing available resources to achieve desired outcomes.
- Establishes and maintains community partnerships to assist in the resource/referral process for Head Start/Early Head Start families.
- Supports and encourages parents and guardians to become involved and engaged in the Head Start/Early Head Start program.

Essential Duties and Responsibilities:

- 1 Assist with ongoing recruitment efforts including outreach, enrollment/re-enrollment of families into the Head Start/Early Head Start program.
 - 1.1 Participate in recruitment and promotion events (i.e. open house, various community events and meetings) to share applications and information on the program;
 - 1.2 Distribute information including flyers, brochures and posters to local businesses (i.e. gas stations, laundry mats, public health, etc.).
 - 1.3 Work with teaching/home visit staff and currently enrolled families to encourage their participation in the recruitment of new families;
 - 1.4 Assist with parent orientation in giving an overview of the program and services provided;
 - 1.5 Implement strategies including home visits to learn about families and the community.
- 2 Provide case management services to promote and restore positive functioning and self-sufficiency. Conduct quarterly home visits with families assigned to:
 - 2.1 Address family needs in the Family Partnership Agreement per Performance Standards;
 - 2.2 Set goals and provide coaching to parents to reach those goals;
 - 2.3 Complete and review family assessments and goals a minimum of three (3) times a year. Follow up with assigned EHS staff to ensure these forms are complete and followed up on. Enter data on ChildPlus within 5 working days.

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- 2.4 Assist families directly or through referrals with: education, employment, budgeting, parenting curriculum, health, housing, literacy, mental health, substance abuse, crisis intervention services and others, as needed. Follow up on referrals and document this data on ChildPlus within 5 working days.
 - 2.5 Assists with completing applications for services, such as public assistance programs, as needed. Advocate for the family and support them in advocating for themselves;
 - 2.6 Encourage and recruit parents to become involved with parent meetings and Policy Council; Follow Policy Council By-Laws for recruitment and voting process of Policy Council Members and assist with attendance of Policy Council Meetings;
 - 2.7 Complete Parent Training Interest Survey with each family and tally the results. Plan parent trainings for the year with teachers and parents using the results of the survey;
- 3 Responsible for Parent Engagement and Community Partnership Building.
 - 3.1 Establish cooperative referral relationships with other agencies and continually be aware of available community resources;
 - 3.2 Develop connections with appropriate community and government resources by maintaining knowledge of other systems, making referrals, and identifying unmet needs (i.e. education institutions, employment services, housing programs, energy assistance, county social services and public health, mental health services, etc.)
 - 3.3 Participate on community agency/organization boards or committees, as needed.
 - 4 Communicates and maintains working relationships with others in carrying out job functions.
 - 4.1 Work cooperatively with other team members and demonstrate a strong ability to contribute to a positive work environment;
 - 4.2 Work with Classroom Coordinator and follow up on child attendance issues if the child misses two (2) consecutive class days or home visits without contact from the parent/guardian. Educate families on the benefits of regular attendance. Develop a plan with the family to improve attendance;
 - 4.3 Support families to obtain required health and dental exams;
 - 4.4 Support team planning for parent involvement meetings or activities;
 - 4.5 Coordinate with Classroom Coordinators and Ed. staff; plus Health & Sp. Needs/MH staff, as needed in monthly staffings to discuss questions, concerns, goals and progress to assist families in reaching goals. Work to develop a positive team approach in meeting the needs of children and families;
 - 4.6 Assist with transitions to other programs and schools per Performance Standards.
 - 5 Completes a variety of informational reports.
 - 5.1 Provide data entry/documentation for all family and agency contacts, referrals & staffings. All documentation is completed in a timely manner, no more than one week after a contact
 - 6 Performs all job duties in compliance with safety guidelines and with an ongoing awareness of safety practices.
 - 6.1 Knows and follows department and Bi-CAP rules as well as sound work and safety practices in order to accomplish the job objectives and avoid injury or loss;
 - 6.2 Wears proper protective equipment when policy requires or conditions indicate a need exists and utilizes proper body mechanics and ergonomics while performing work.
 - 7 General Tasks and Responsibilities.
 - 7.1 Attend job-related trainings, seminars/workshops at the request/approval of supervisor;
 - 7.2 Represent the agency when requested to do so;
 - 7.3 Complete own employee timesheets, expense sheets, vouchers, in-kind, monthly staff activity reports etc. in accordance with Bi-Cap policies;
 - 7.4 Adhere to agency's data privacy policy and other agency policies, rules and regulations;

7.5 Performs other duties and activities as assigned.

Minimum Qualifications:

Per Head Start Performance Standards 1301.91 (e) Child and family service staff.

(7) Family services staff qualification requirements. A program must ensure staff who work directly with families on the family partnership process hired after November 7, 2016 have within eighteen months of hire, at a minimum, a credential or certification in social work, human services, family services, counseling or a related field.

- Minimum job qualifications (one of the following):
- Family Service Credential Certificate and two years of related experience;
- An associate degree in human services;
- Preferably a four year degree in human services.
- Meet requirements of Head Start and Minnesota Dept. of Human Services background studies.

Must hold a valid driver's license and auto insurance as traveling is required for this position.

Knowledge, skills and abilities include:

- Knowledge of state and federal laws related to family services and government programs;
- Knowledge of children, family systems, individual and group dynamics/process; and poverty issues;
- Knowledge of budgets and budget counseling;
- Familiar with available community resources. Able to establish cooperative referral relationships with other agencies;
- Excellent interpersonal skills to interact effectively both orally and in writing to all levels of people, including possessing good reading and English speaking skills, fluency and understandability;
- Detailed-oriented, organized and applies effective time management skills to meet all deadlines;
- Proficient computer skills, data entry, and software, including using the Internet, Microsoft Office, Outlook and other applications;
- Comply with ECLKC's Competency Goals and Indicators for Head Start Staff Working with Families;
- Able to plan, prioritize, coordinate, and manage own work. Able to work unsupervised, make decisions and solve routine problems independently, effectively and creatively;;
- Able to effectively present information in one-to-one and small group situations to families, volunteers and staff;
- Able to adapt to and resolve difficult/diverse situations rapidly and creatively as they arise;
- Able to maintain data privacy, confidentiality and professional boundaries;
- Able to understand and follow facility safety and emergency procedures;
- Able to utilize self-awareness/personal safety skills for home visits (i.e. ice, dogs, family dynamics, etc.).

Physical Demands & Working Conditions:

May experience stress from working with families experiencing difficult situations. Occasional driving to attend meetings. Occasional lifting up to 50 pounds.

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Some requirements in this job description may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. All requirements are subject to modification to reasonably accommodate individuals with disabilities.

Requirements are representative of minimum levels of knowledge, skills, and experience required. To perform this job successfully, the worker must possess the abilities and aptitudes to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The Executive Director retains the discretion to add duties or change the duties of this position at any time.