



POSITION DESCRIPTION

<u>Position:</u>	Family Services Specialist
<u>Job Status:</u>	Full-Time, Benefits-Eligible
<u>FLSA Classification:</u>	Exempt
<u>Reports To:</u>	Family Services Director
<u>Open Date:</u>	September 9, 2015

Position Summary

The Family Services Specialist (FSS) is part of the Family Services Team that assists the Program Director(s) to provide needed services to all families in the Head Start Program in accordance with the Program's policies, procedures, and philosophy that puts children and families first as well as the Head Start Performance Standards and guidelines.

Primary Responsibilities

Building Family Partnerships

- Conducts home visits at the beginning of each school year to establish a Family Partnership Agreement with families
- Assists families to set goals based on their strengths and needs
- Monitors the Family Partnership Agreements on a monthly basis and follows up as needed
- Conducts follow-up home visits as needed
- Maintains Health, Family Support Services, and Mental Wellness records on each child assigned to his/her caseload
- Serves as a resource and referral contact for families
- Monitors families to ensure that the proper follow-up is conducted in a timely manner and resources and referrals are being utilized through weekly staff meetings and I.E.P. meetings
- Works collaboratively with other agencies to help meet the needs of families in the Head Start and Early Head Start programs and/or other assigned programs
- Distributes information on community resources to families and staff
- Projects a positive attitude at all times when interacting with children, families, and staff
- Represents Alexandria Head Start in a professional manner within the community at large
- Projects professional manner while working with families and attending community activities, training functions, seminars, and conferences.

Maintain Health Records

- Inputs and tracks child health and nutrition data, for each child in their caseload, including physicals, dentals, immunizations, health history, and the nutrition questionnaire
- Facilitates and documents the conduct of all follow-up appointments conducted outside of medical plans, such as dental and vision follow-up appointments
- Coordinates with the Health/Nutrition Coordinator to ensure that Chronic Health Forms are completed and signed by physicians, that medical plans are completed, and that necessary follow-ups are conducted for each child with a chronic health condition in his/her caseload

- Coordinates with the Nutrition Consultant to ensure that Nutrition Assessments are conducted for each child and that appropriate follow-up information is provided to families
- Facilitates making medical referrals for children and/or family members to the mental health consultant and documents the follow-up to referrals
- Assists families to attain and maintain a medical home.

Maintenance of Required Files

- Maintains confidential children/family files to ensure that information regarding follow-up and referrals services is accurate and current
- Maintains accurate files on community resources and services available to families
- Maintains accurate records of home visits and referrals
- Maintains other files required by Licensing and Head Start Standards.

Participant Recruitment and Enrollment

- Works with the management staff to support participant recruitment and enrollment efforts as needed and assigned.

Team Participation

- Participates as a member of the site team(s) for assigned families and participates in all required site meetings
- Holds regular office hours at each site that he/she is assigned to and ensures that he/she communicates pertinent information about families and children with site staff on a daily basis
- Encourages parent volunteers, produces and distributes newsletters, and participates in organizing and facilitating site parent meetings and other on-site parent involvement
- Communicates directly with concerned individuals to resolve conflicts and avoid gossip
- Establishes and maintains a relationship of cooperation and respect with co-workers and management through active participation in Program events, open and honest communication, and collaboration with other staff when appropriate
- Reports to work on time, maintains consistent attendance, adheres to staffing schedules, and demonstrates flexibility to adjust work schedule as needed
- Attends staff meetings, trainings, and other site events, demonstrating flexibility and openness to new ideas and professional growth
- Informs supervisor of any potential concerns in a timely, professional manner.

Required Qualifications

- A BA/BS Degree, preferably, in Social Work
- Excellent verbal and written communications skills
- Ability to effectively communicate with people of various cultural and social backgrounds
- Ability to remain calm and professional at all times
- Willingness to participate in cross-cultural training
- Willingness to participate in Head Start training for certification as Family Services Specialist
- Ability to work with families in need of assistance
- A valid Driver's License.

Preferred Qualifications

- Experience in the Social Services field.

This job description does not constitute a contract. TCC reserves the right to add to or change the duties of this position.

EOE.