

# Highland Rim Economic Corporation/Head Start

## Head Start Family Service Worker

Reports to: Family Services Manager

Policy Council Approval: 10/25/11

### Responsibilities:

- Adheres to all operational Policies and Procedures for the Head Start Program to ensure compliance with Federal Performance Standards and Written Plans.
- Identifies and recruits Head Start eligible families and children, including children with disabilities and underserved populations.
- Maintains funded enrollment levels in accordance with enrollment requirements.
- Monitors attendance and provides timely and appropriate family support to reduce absenteeism.
- Assists staff and families to ensure children receive required health screenings and services within 45 day/90 day and ensures health follow-up with parents.
- Makes an initial home visit to each family before a child enters the center; conducts an office conference or second home visit with each family within the first 30 days of the program year to develop a Family Partnership Agreement.
- Respects diverse family values and cultures.
- Recognizes and promotes family's readiness and willingness to participate in the program.
- Establishes professional roles and boundaries in working with families.
- Uses the Family Partnership Agreement as a guide to assess family goals and outcomes monthly throughout the year; provides emergency and crisis assistance to families.
- Facilitates the delivery of services to children and families through collaboration with community partners.
- Actively participates monthly in community agency meetings to establish and foster strong partnerships.
- Identifies available child and family resources and assists with compiling a Community Resource List.
- Acts as an advocate for parents with agencies and school system.
- Assists with organizing parent committee meetings and attends monthly meetings.
- Provides or arranges for training that meets the individual needs of parents.
- Develops and implements program related service projects.
- Establishes and maintains children's file folders according to record keeping procedures.

- Enters timely and accurate child and family service data into ChildPlus; monitors child and family services through ChildPlus reports.
- Effectively prioritize job assignments and meet all established deadlines and reporting requirements.
- Attends workshops and required trainings.
- Conduct and document first and monthly Family Team meetings with center staff.
- Actively participates in two-way communication with co-workers to ensure all staff is informed of all pertinent information as it pertains to the center and classroom activities.
- Exhibits willingness/flexibility in day to day operations and in providing necessary services to families.
- Participates in activities designed to ensure program quality.
- Provides transportation to health and family services for Head Start families and children when required.
- Conducts home visits to families that may live in high crime areas.
- Travel to various meetings and workshops that may require overnight stays.
- Capacity and empathy to work with a diverse population, low-income families and children including those with disabilities.
- Maintains confidentiality of all records and information for staff, children and families.
- Performs related duties as required.

**Qualifications/Requirements: Family Service Worker**

- Bachelor's degree in Social Work or related field or Associates Degree in Social Work or related field.
- Possession of valid Tennessee Commercial Driver's license and maintain a vehicle liability insurance policy.
- Ensure periodic physical examinations and tuberculin test.
- Incumbents are subject to a criminal background check and must pass a pre-employment drug test and random drug and alcohol screening.
- Prefer bilingual (English/Spanish).
- DOT Medical Card
- Make home visits and transport children and families

**Knowledge or Skills:**

- Excellent computer skills including database, word processing, internet and e-mail.
- Excellent verbal and written communication skills. Ability to communicate effectively with staff and families.

- Familiar with assigned geographical area and knowledge of community resources.
- Experience in case management and working in a pre-school environment.
- Ability and demeanor to interface and network with staff of professional and civic organizations.
- Organizational and multi-tasking skills. Ability to simultaneously handle multiple projects, which require solution research and implementation.
- Good interpersonal skills and the ability to work as both a team leader and member.
- Adheres to professional ethics and standards.

**Working Conditions:**

- This position requires incumbent to walk, sit, use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; and talk and hear.
- Daily required to stand, climb, balance and stoop, kneel, crouch or crawl.
- Incumbent is required to regularly lift and/or move up to fifty pounds.
- Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- The physical demands described above are representative of only some that must be met to successfully perform the essential functions of the job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: Highland Rim Economic Corporation is an Equal Opportunity Employer and hires without regard to race, color, sex, age, disability, or national origin. This job description is not intended to be all-inclusive; employees may perform other related duties as negotiated to meet the needs of the organization.