

## Family Support Services Assistant HS/EHS

### Purpose Statement

The job of Family Support Services Assistant HS/EHS is done for the purpose/s of identifying health and social services needs of assigned families and children in the Head Start/Early Head Start Programs; planning and implementing program activities to meet those needs including parent education, parent groups and parent participation in all aspects of the program; conducting outreach and recruitment activities for children ages 0 to 5; conducting home visits in conjunction with education staff; and preparing and maintaining detailed child and family records.

This job reports to Program Administrator HS/EHS

### Essential Functions

Assists families with pre-enrollment requirements (e.g. completing required forms and health records; after enrollment, assuring health and dental services are obtained as required by Performance Standards; assisting in performance of health screenings; update health records as services are provided; arranging for transportation of children and families, as needed, to obtain required services, etc.) for the purpose of recruiting eligible families and qualifying them for services.

Assists parents to organize and implement a variety of activities for the purpose of improving student success and school readiness preparation through greater family engagement in school programs.

Collaborates with teaching staff for the purpose of ensuring that families have information on school readiness goals, that families have the resources necessary to support these goals in compliance with established COE guidelines.

Communicates with parents on behalf of program (e.g. pre-enrollment requirements by assisting families to obtain necessary health services and documentation; health and dental services; assistance with health screenings such as height, weight, or nutrition; update children's health records; arrange for transporting for students/families; collaborates with teachers and families to support school readiness goals, etc.) for the purpose of ensuring that an ongoing partnership between the home and school is formed.

Compiles student/family information for a variety of uses (e.g. state reporting, determining eligibility, outside agency use, etc.) for the purpose of providing information to determine eligibility for services.

Conducts family visitations/meetings (e.g. teach parents to teach students, identify changing needs, etc.) for the purpose of ensuring that each child and family receives the full range of services required under Performance Standards.

Maintains a variety of confidential and non-confidential manual and electronic lists and records (e.g. comprehensive service files for each assigned child/family, etc.) for the purpose of providing an up-to-date and accurate reference and audit trail for compliance.

Monitors the safety and supervision of children in the program (e.g. general maintenance of equipment; general knowledge of classroom management, etc.) for the purpose of providing a safe and positive learning environment.

Monitors parent training needs identified during the family assessment process for the purpose of providing parent education in areas required by Head Start Performance Standards.

Participates in a variety of meetings (e.g. attend case conferences, parent conferences, center meetings, case reviews, IEP/IFSP meetings, staff meetings, etc.) for the purpose of conveying and/or gathering information required to perform job functions and remaining knowledgeable with program guidelines.

Prepares a variety of documents, reports and written materials (e.g. registrations, students in transition lists, activity logs, phone logs, etc.) for the purpose of communicating information to parents, staff; providing written support, developing recommendations and/or conveying information.

Refers students and their families to managers for the purpose of ensuring the need of students and families are met.

Serves as liaison for Head Start/Early Head Start programs with community programs (e.g. partnerships with agencies to obtain resources, site visits, etc.) for the purpose of monitoring the effectiveness of service delivery methods and procedures and makes adjustments as necessary.

Visits families and students in their homes for the purpose of assessing situations, improving communication, providing information regarding school policies and programs, and/or providing referrals.

### **Other Functions**

Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple tasks with a potential need to upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including using pertinent software applications; preparing and maintaining accurate records; and adhering to safety practices.

KNOWLEDGE is required to perform basic math; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: pertinent codes, policies, regulations and/or laws; community resources and principles of a community services program; school educational programs; and fluency in target language and local dialects.

ABILITY is required to schedule activities, meetings, and/or events; gather and/or collate data; and use basic, job-related equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using defined methods. Ability is also required to work with a diversity of individuals and/or groups; work with a variety of data; and utilize specific, job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is limited. Specific ability based competencies required to satisfactorily perform the functions of the job include: adapting to changing work priorities; communicating with diverse groups including those with varying levels of education; maintaining confidentiality; setting priorities; meeting deadlines and schedules; and working as part of a team.

#### **Responsibility**

Responsibilities include: working under direct supervision using standardized procedures; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

#### **Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally the job requires 50% sitting, 25% walking, and 25% standing. The job is performed under minimal temperature variations and under conditions with some exposure to risk of injury and/or illness.

**Experience:** Job related experience is required.

**Education:** Community college and/or vocational school degree with study in job-related area.

**Equivalency:** Completion of Associates Degree required; or Family Development Certification.

#### **Required Testing:**

Pre-Employment Health Screening  
Pre-Employment Proficiency Test

#### **Certificates and Licenses**

Family Development Certificate  
Valid Driver's License & Evidence of Insurability

Pediatric CPR/First Aid Certificate

**Continuing Educ. / Training:**

Maintains Certificates and/or Licenses

**Clearances**

Criminal Justice Fingerprint/Background Clearance

Tuberculosis Clearance

Proof of Influenza, Pertussis & Measles Immunizations

**FLSA Status**

Non Exempt

**Approval Date**

6/29/2018

**Salary Grade**

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