

Family Support Services Specialist HS/EHS

Purpose Statement

The job of Family Support Services Specialist HS/EHS is done for the purpose/s of providing support to the instructional program with specific responsibilities for recruiting qualified Head Start participants; assisting instructional staff by making home visits; acting as a liaison between school and community; providing information on services available to eligible students and families; conveying information regarding school and/or district activities and procedures; and referring families to other agencies.

This job reports to Program Administrator HS/EHS

Essential Functions

Assists administration, students, staff, teachers, parents and community members (e.g. ensure individual family plans are developed and implemented to meet identified health, mental health, and social service needs of children and families; case consultation and crisis intervention; referrals to outside agencies; integration of services applied to programs/services offered, etc.) for the purpose of providing and/or conveying information and other available and/or required services.

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, 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, etc.) for the purpose of gaining information and/or discussing needs and problems involving students and their families.

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 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, internal quarterly monitoring of program, etc.) for the purpose of providing a safe and positive learning environment.

Organizes a variety of activities (e.g. family and community partnerships and ERSEA plans for Head Start and Early Head Start, meetings, agencies, parenting classes, etc.) for the purpose of improving student success through greater family involvement in school programs.

Participates in a variety of meetings, workshops and committees (e.g. meetings with health specialist and family support services assistants; case/parent conferences and reviews, IEP/IFSP meetings, in-service and pre-service; training of staff; meetings to update enrollment and eligibility, etc.) for the purpose of conveying and/or gathering information required to perform 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.

Presents parenting classes as assigned (e.g. utilize a case management approach to develop an individual family plan based on assessed and expressed needs and interests, document activities and progress, make appropriate referrals to agencies and follow up on referrals acting as advocate, assist families in crisis, document intervention and results, etc.) for the purpose of providing information and guidance to families.

Refers students and their families to outside agencies (e.g. state agencies, medical professionals, counselors, foundations, charities, etc.) 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, ensures compliance of all volunteers including college/high school students as well as parents, etc.) for the purpose of monitoring the effectiveness of service delivery methods and procedures and makes adjustments as necessary.

Supports recruitment efforts for the purpose of providing assistance with functions and responsibilities necessary for potential program participants and their families.

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 a number of 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 wide 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 significant 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 limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of 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 with increasing levels of responsibility is desired.

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

Equivalency: Completion of Associates Degree required.

Required Testing:

Pre-Employment Health Screening
Pre-Employment Proficiency Test

Certificates and Licenses

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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