

# MountainHeart

## Job Description

**Job Title:** Family Engagement Case Manager  
**Department:** Head Start and Early Head Start  
**Reports to:** Head Start/Early Head Start Director  
**FLSA Status:** Non-Exempt  
**OSHA Category:** Category 3

**Summary:** The family engagement case manager, in collaboration with teachers and management staff, will ensure comprehensive services to families in the Head Start and/or Early Head Start program as outlined by performance standards and state regulations.

### **Essential Duties and Responsibilities:**

- (1) Recognize parents as their children's primary teachers and nurturers and implement intentional strategies to engage parents in their children's learning and development and support parent-child relationships, including specific strategies for father engagement;
- (2) Develop relationships with parents and structure services to encourage trust and respectful, ongoing two-way communication between staff and parents to create welcoming program environments that incorporate the unique cultural, ethnic, and linguistic backgrounds of families in the program and community;
- (3) Collaborate with families in a family partnership process that identifies needs, interests, strengths, goals, and services and resources that support family well-being, including family safety, health, and economic stability;
- (4) Provide parents with opportunities to participate in the program as employees or volunteers;
- (5) Conduct family engagement services in the family's preferred language, or through an interpreter, to the extent possible, and ensure families have the opportunity to share personal information in an environment in which they feel safe; and,
- (6) Implement procedures for teachers, home visitors, and family support staff to share information with each other, as appropriate and consistent with the requirements in part 1303 subpart C, of this chapter; FERPA; or IDEA, to ensure coordinated family engagement strategies with children and families in the classroom, home, and community.
- (7) Offering activities that support parent-child relationships and child development including language, dual language, literacy, and bi-literacy development as appropriate;
- (8) Providing parents with information about the importance of their child's regular attendance, and partner with them, as necessary, to promote consistent attendance; and,

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(9) Collaborate with families to identify interests, needs, and aspirations related to the family engagement outcomes described in paragraph (b) of this section;

(10) Help families achieve identified individualized family engagement outcomes;

(11) Establish and implement a family partnership agreement process that is jointly developed and shared with parents in which staff and families to review individual progress, revise goals, evaluate and track whether identified needs and goals are met, and adjust strategies on an ongoing basis, as necessary, and;

(12) Assign staff and resources based on the urgency and intensity of identified family needs and goals.

(13) Work closely with community agencies to identify and attain resources for families.

(14) Perform substitute duties as needed and assist teachers on a predetermined schedule.

(15) Conduct monthly parent meetings.

(16) Attend trainings as required by the program.

(17) Maintains and submit all required records and reports to the central office by determined deadlines.

(18) Data entry.

(19) Other duties as assigned.

**Supervisory Responsibilities:**

This position has no supervisory duties.

**Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies:

- Quantity - Completes work in timely manner; works quickly.
- Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work when scheduled and on time.
- Dependability - Follows instructions, responds to management direction.
- Ability to communicate effectively with staff, parents, and professionals.
- Maintain confidentiality at all times.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements described are representative of the knowledge, skill, and/or ability

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required. Excellent computer skills including knowledge of Microsoft Word, Excel and data entry. Excellent communication skills and familiar with office equipment. Must have good recall memory, organizational and listening skills.

**Education and/or Experience:**

Minimum: Bachelor degree related social service, child development or related field

Desired: One year work related experience.

Must have valid Driver’s License; Clear Criminal Background and APS/CPS Check.  
Food Handlers Card, physical exam every two years, CPR/First Aide Certification, and CDL.

**Language Skills:**

Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand. The employee is frequently required to sit, reach, hear and talk. The employee is occasionally required to climb or balance. The employee may occasionally lift and/or move up to 50 pounds.

**Work Environment:**

The characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually quiet.

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Employee Signature

Date

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