

MountainHeart

Job Description

Job Title: Family Support and File Specialist
Department: Head Start and Early Head Start
Reports To: Director
FLSA Status: Non-Exempt
OSHA Category: Category 3

Summary: Performs specialized administrative and/or secretarial support for Head Start and Early Head Start; and performs related duties as assigned.

Essential Duties and Responsibilities

- Manual and electronic data entry.
- Maintain and update children's and families files.
- Enter information such as services received, health reports, social service referrals, screenings among other information needed in each family and child record.
- Maintain program files for both Head Start and Early Head Start.
- Assist with the composition of correspondence.
- Assist service area providers with tracking and record keeping.
- General office duties such as copy, file, fax, answer telephone, inventory among other clerical duties.
- Assist Service Area Specialists in actively recruiting children and families and completing enrollment information for families.
- Assist with maintaining the required 85% Average Daily Attendance by taking daily staff reports from centers.
- Submit weekly reports to Family and Community Engagement Specialist regarding absences.
- Assist in home visits to complete enrollment paperwork.
- Performs substitute duties as needed.
- Provide transportation to children and families as needed.
- Assist with ordering supplies and inventory.
- Attend trainings as required.
- Other duties as assigned.
- Ability to communicate with families in a warm and caring manner.
- Maintain confidentiality at all times.

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.

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

Education and/or Experience:

High school diploma or equivalent with 2 years working experience.

Must have valid West Virginia driver’s license; clear criminal background and APS/CPS check. Food handlers card, annual physical and TB testing, CPR certification, CDA, 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.

Employee Signature Date