



Job Description

Job Title: Family Service Specialist
Department: Head Start and Early Head Start
Reports to: Family and Community Engagement Specialist
FLSA Status: Non-Exempt
OSHA Category: Category 3

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

Essential Duties and Responsibilities:

- Recognize parents as their child's primary teacher and nurturer while implementing intentional strategies to engage parents in their child's learning and development. Support parent-child relationships, including specific strategies for father engagement.
- Develop relationships with parents and structure services to encourage trust. Develop 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.
- 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.
- Provide parents with opportunities to participate in the program as volunteers, including developing skills to become employees.
- Conduct home visits with families as needed.
- Communicate with managers and teachers to assure all child/family needs are met including health, mental health, educational, and social services identifying any child needing screenings and/or follow-up.
- Offering activities that support parent-child relationships and child development including language, dual language, literacy, and bi-literacy development as appropriate.
- Providing parents with information about the importance of their child's regular attendance, and partner with them, as necessary, to promote consistent attendance;

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- monitor average daily attendance and work with centers whose average falls below 85% to make improvements.
- Monitor family outcomes to ensure need assessments are being entered and families with identified needs are being addressed.
 - Follow recruitment plan to ensure classrooms maintain full enrollment. Assist families through the application and enrollment process.
 - Submit completed applications for approval and maintain application log.
 - Work closely with community agencies to identify and attain resources for families.
 - Work in classrooms as scheduled for relationship building with staff and families.
 - Conduct monthly parent meetings.
 - Attend training as required by the program.
 - Maintain and submit all required records and reports to supervisor by determined deadlines.
 - Data entry/case management for assigned classrooms.
 - Perform substitute duties as needed.
 - Perform other duties as assigned to enhance, improve, and accomplish the agency's mission and strategic goals.
 - Maintain confidentiality.
 - Collaborate with agency colleagues to reach agency goals and objectives.
 - Participate in agency committees as needed.

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 a 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.
- Empathy – Values the feelings of others to ensure pleasant workplace relationships and customer satisfaction.
- Teamwork – Go above and beyond your essential task and collaborate with colleagues to achieve agency goals and results.

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Core Values

To perform this job successfully, you must adhere to the agencies core values:

- Empathy/Compassion
- Teamwork
- Equality
- Respect
- Inclusiveness
- Considerate
- Innovation
- Ethics

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. 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:

High School Diploma or Equivalent.

Minimum: Must obtain Family service credential within 18 months of employment.

Desired: One year's work-related experience.

Must have valid Driver's License; Clear Criminal Background and APS/CPS Check must be bondable.

Food Handlers Card, physical exam every two years, CPR/First Aide Certification, willing to obtain CDA for HS and or EHS within two years of employment and obtain CDL within one year of employment.

Language Skills:

Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from clients, customers, and the 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.

- Prolonged periods standing and walking throughout the classroom.
- Must be able to lift 45 pounds at a time.
- Must be able to sit and stand on the floor throughout the day, and bend, kneel, or squat to be at eye level with children.

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Work Environment:

The noise level in the work environment is usually quiet with the inside temperature in offices kept at a comfortable level of 70 degrees.

Employee Signature

Date

Approved by Policy Council: July 29th, 2024

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