



Job Description

Job Title: Support Specialist
Department: Head Start and Early Head Start
Reports To: Director
FLSA Status: Non-Exempt
OSHA Category: Category 1

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

Essential Duties and Responsibilities:

- Perform substitute providing coverage in classrooms including cooking and driving duties as well as home-based options when needed.
- Maintain data entry, both manually and on computer, in all Head Start/Early Head Start tracking systems including but not limited to family tracking for ChildPlus and LITT.
- Regularly update all family and children's files by entering information regarding services as they are received: such as health reports, social services referrals, developmental screenings, etc. both manually and electronically.
- Assist home based staff in maintaining children's files in an organized and up-to-date manner by scanning documents into database and maintaining paper files as needed.
- Assist home based staff in planning and implementing socializations including food and supplies.
- Assist with preparing and distributing correspondence as requested.
- Maintain program files for Head Start/ Early Head Start Director, Fiscal Officer, and Service Area Specialist.
- Assist Service Area Specialist in necessary observations, inspections, screenings, tracking and record-keeping.
- Assist in general copying, filing, inventory, and general clerical duties for service area specialist and classrooms as requested.
- Deliver supplies/mail to classrooms weekly including supplies from outside sources to assist families with food insecurities and meeting basic needs.
- Assist in answering telephone calls for agency and in screening calls for Head Start/Early Head Start Program.
- Arrange, coordinate, monitor, and document all in-kind contributions.
- Assist in establishing and maintaining enrollment of funded slots for eligible participants. Will do public recruitment and home visits to complete the enrollment process.
- Travel required performing regular job duties and/or training.

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- Ability to communicate with families in a warm and caring manner.
- Maintain confidentiality at all times.
- Compile volunteer hours and provide results to Fiscal Dept.
- Perform other duties as assigned to enhance, improve, and accomplish the agencies 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 does not have supervisory responsibilities.

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.

Core Values

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

- | | |
|----------------------|-----------------|
| • Empathy/Compassion | • Inclusiveness |
| • Teamwork | • Considerate |
| • Equality | • Innovation |
| • Respect | • 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. 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:

Must have valid West Virginia driver’s license; clear criminal background and APS/CPS check must be bondable. High school diploma or equivalent with food handler’s card, physical at least every two years with initial tine test or TB risk assessment, CPR/First Aid certification, obtain Child

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Development Associate (CDA) credential in different areas (first within one year), OSHA training and must be bondable.

Must obtain Commercial Driver's License with school bus and passenger endorsements within six months of hire date. Must follow all State and Federal regulations.

Language Skills:

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

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 may occasionally lift and/or move up to 45 pounds.

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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