


Position: FAMILY WORKER	Effective Date: July 2019
Service Areas: Family Engagement, Health, ERSEA	Revised: 7/02/2019
Reports To: Center Manager	Approval Signature: 
Classification: Professional II	Status: Full Time, 10-Months; Eligible for Overtime Pay

Position Purpose: Advocate for and work with Head Start families in accordance with Head Start Performance Standards. Work with the parents of the Head Start enrolled children to strengthen the family's knowledge of community resources to link families with appropriate agencies and services.

Qualifications:

- AAS Degree in Human Services or Related Discipline
- Previous experience in community advocacy or social services preferred

Essential Job Functions: *These functions are performed on a regular basis unless otherwise specified. Employees must be able to perform each of the below functions with or without reasonable accommodation.*

Physical Abilities: The actual physical activities of the position are too numerous to list, but would generally include, and not be limited to, the following:

- The ability to lift at a minimum 30 lbs, occasionally, during employment.
- Must have ambulatory skills to gain access to private homes.
- The ability to use technology and office equipment such as, but not limited to: computer system, telephone, voice mail, email, FAX machine, office copier.

Attributes: Must possess basic knowledge of spelling, grammar, mathematical and communication skills; cognitive abilities including, but not limited to: written comprehension, problem sensitivity, oral comprehension, speech clarity, and speech recognition.

Essential Job Functions Related to Working Conditions:

- Ability to use own vehicle for work related activities when agency vehicles are not available.
- Ability to work in a variety of environments including, but not limited to, offices, kitchens, playgrounds, classrooms, buses, community rooms and home environments of families, all of which may be air conditioned or heated.
- Ability and willingness to travel on a regular basis to, but not limited to, local, state and national destinations. Travel methods may include personal or agency vehicle, airplane or train.

Standard Responsibilities

1. Embody the Mission, Vision, Core Principles and Core Values of Luzerne County Head Start (LCHS) according to the Strategic Plan of the agency.
2. Exemplify an attitude of cooperation and support as a member of the Head Start (HS) team.
3. Reflect a pleasant attitude that represents LCHS in a positive manner within the community at large and maintain a professional attitude to the staff, families and public at all times. Project the same positive manner while attending community activities, training functions, seminars and conferences.
4. Adhere to the following: the *National Head Start Act (12/2007)*, the *Head Start Program Performance Standards (HSPPS)*; LCHS *Personnel Policies and Practices Handbook*, LCHS *Operations Manual*, the LCHS *Integrated Service Plan* and the Pennsylvania State Standard System.
5. Comply with the LCHS Confidentiality Policies assuring that the program, children, families and employee records and information are protected at all times.
6. Adhere to attendance practices in being punctual and dependable on a daily basis.
7. Attend/participate in agency meetings, including, but not limited to: Pre-services, In-services, seminars and other meetings deemed necessary.
8. Serve as a Mandated Reporter of Child Abuse and Neglect as per the Federal Register, Head Start Program Performance Standards and the PA Child Protective Services Law and their amendments.
9. Keep updated the employee's own *Professional Development Record* to develop a professional record, plan a career path with LCHS, and create a record of individual professional accomplishments.
10. Adhere to agency practice in data management data collection for timely and accurate processing of agency information that will help LCHS to drive decisions in setting priorities and continuous improvement, ultimately providing more effective services for children and families. This includes checking one's own assigned Email on a consistent, regular basis.
11. Perform duties, other than those listed here, consistent with the position and responsibilities which are deemed necessary by the Executive Director in order to achieve the goals of the service area and/or help meet the HSPPS.

Essential Position Responsibilities

Head Start Services/Center-Based:

1. Contribute to effective program practices and maintain a commitment to professionalism by demonstrating the following, including, but not limited to: Communication in a professional manner at all times with HS families, staff and professional/community agencies; Relating goals and requirements of HS; and Maintaining professional boundaries and confidentiality in all areas, as well as following established confidentiality procedures in obtaining and releasing information.
2. Serve as an advocate for HS families and support them in advocating for themselves.
3. Communicate with other team members in all matters pertaining to children and families through Pre-Service and monthly Team Meetings, Consultations (as applicable) and regular communication to ensure quality of services.
4. Ride HS buses, as needed or requested.
5. To provide the highest quality of services to families; provide transportation to families for health and social service needs, on occasion, abiding by state and agency laws and regulations.

Eligibility, Recruitment, Selection, Enrollment, Attendance (ERSEA):

1. Eligibility- (a) Determines/verifies age correctly; (b) Determines eligibility status correctly; (c) Accurately computes income; (d) Eligibility determination record and verifications are completed timely following agency policies and procedures.
2. Recruitment- (a) Completes intakes and participates in recruitment process; (b) Follow-through on public and private referrals; (c) Follows agency policies, procedures and timeline.
3. Outreach- (a) Assignments contacted/documented as required; (b)Canvas community recruiting children with disabilities and other vulnerable populations, including foster/homeless.

4. Enrollment/Selection- (a) Fills and tracks vacated slots within the agency according to the Center Enrollment Policy and per direction of the ERSEA Specialists; (b) Serves as waiting list facilitator as assigned, working closely with center staff to correctly enroll new children; maintains waiting list folder for center(s), folder is organized and evidence of facilitator notes exists.
5. Attendance- (a) Tracks attendance of each child addressing children at risk of chronic absenteeism through direct contact/ goal setting/success plans; (b) Participates in contacting parents within one (1) hour of time when children are unexpectedly absent; (c) Attendance data is shared with parents and documented through monthly tip sheet letters (d) Supports attendance of homeless/foster children to keep enrolled/attended in ours or another preschool/resolving barriers where possible.
6. Data Management, ERSEA Specific- Maintains accurate records and meets established time tables adhering to LCHS policies and procedures for job responsibilities. Includes but not limited to: use of Child Plus modules, maintaining folders, use of proper forms, Child Plus entry/documentation/retrieval of data, email, and Google Drive/Docs established by MIS, ERSEA Specialists and ERSEA Coordinator as directed in the following areas: Eligibility, Recruitment, Outreach, Selection/Enrollment, Attendance, and Special Memo/Directives.

Data Management: Collection and Data Entry

1. Adhere to policies and procedures for specific data management in all job responsibilities to perform accurate and timely input/retrieval/monitoring of specific data management systems, including, but not limited to: LCHS email systems, Google Drive/Google Docs, ChildPlus/HS program management software, etc.
2. Complete specific, assigned data entry duties as needed for tracking purposes per the Family Worker timeline. Enter necessary information into the data system for PIR at enrollment and end of enrollment and on an on-going basis as services occur.
3. Maintain accurate records as required and meet established time tables for record keeping and reports.

Family Services (Inclusive of all Service Areas)

1. Maintain accurate records as required and meet established timetable for record keeping and filing reports.
2. Monitor program attendance and provide family support services for families experiencing attendance difficulties; provide follow-up and documentation.
3. Data entry responsibilities - enter required information into the data entry computerized system for Family Services Tracking according to the schedule established by each service area.
4. Participate in shadowing experience as assigned.
5. Complete and submit Family Worker Monthly Activity Reports.

Family Engagement

1. Conduct Orientation on individual families in their homes and obtain all necessary information as required.
2. Support families' efforts in reaching their goals by assisting them in identifying strengths/needs and goal setting. Follow-up with the family on the progress toward meeting their goals and any needed revisions of the plan.
3. Become familiar with resources and services available in Luzerne and Wyoming Counties and inform families. Provide Resource Directories, as needed, and train families in their use. Keep aware of changing government regulations affecting families.
4. Refer families to community resources/agencies, including mental health services, and provide follow-up on the effectiveness of referrals and documentation.
5. When appropriate, communicate with other community agencies to coordinate services to families.
6. Visit each enrolled child's family at least two (2) times during the program year and make other contacts as needed.
7. Determine the education and training needs of parents and provide information, training and referrals for participation in appropriate programming.
 - (a) Provide opportunities for workshops and training including, but not limited to the researched-based curriculum, according to the needs of the parents.
 - (b) Make appropriate referrals for employment and training opportunities and provide follow-up and documentation.
 - (c) Maintain accurate monthly documentation of training and adult education enrollment as outlined in the data management tracking system.
8. Plan a variety of interactions, including workshops and training, at varying times of the day that are respectful of family diversity and background, meet the needs of the parents, and provide opportunities for parents to interact with staff on a regular basis.

- 9. Promote and support parent involvement and leadership throughout the program by advising parents of various volunteer and parent involvement opportunities, which includes the right to observe and participate in group activities that will increase their knowledge of program operation and child development. Provide and coordinate training, schedule volunteers and maintain accurate documentation of individual volunteer hours, as needed.
- 10. Verify accuracy of Volunteer Time Sheets and submit to Family Engagement Program Assistant monthly.
- 11. Provide parents with specific information regarding their role on Parent Committee and Policy Council, the functions of the Health Advisory and Transition Advisory Committees; provide appropriate training and support.
- 12. Serve as Parent Committee Facilitator as assigned.
 - (a) Coordinate parent activities with center staff to ensure full staff participation.
 - (b) Coordinate support services for parents attending meetings.
 - (c) Maintain up-to-date Parent Committee binder.
 - (d) Participate in Parent Committee Officer training; work closely with Parent Committee officers and schedule Monthly Executive Committee meetings. Note these responsibilities would be altered should parents choose to not elect Parent Committee officers.
- 13. Assist families with accessing transportation.
- 14. Conduct bi-monthly review of the Megan’s Law Registry and cross-reference with family record; report any findings to the Family Engagement Specialist.

Health Services

- 1. Assist families in obtaining and maintaining a “medical home” insurance coverage, access to appointment, follow-up care and treatment.
- 2. Maintain health records on each child including obtaining a current physical examination, dental examination, treatment and up-to-date immunization record for each child.
- 3. Document all health contacts, referrals and follow-up.
- 4. Consult with the Health Specialist for medical/dental referrals using HS funds.
- 5. Assist with health screenings, documentation and referrals when indicated.
- 6. Maintain a continuous working relationship with the Regional Nurse as a Health Consultant; Utilize Regional Nurse Referral form to share information/result or to request assistance.

Statement of Understanding and Agreement:

I (Print Name) _____, have reviewed the foregoing job description and have been given opportunity to ask questions about the terms of the position. I understand that my employment at LCHS is contingent upon my successful performance of the responsibilities outlined herein. I further understand that my employment with LCHS is “At Will”.

I agree to follow and comply with this job description and all LCHS policies and procedures.

I acknowledge that I have received a copy of this job description.

Signature: _____

Date: _____