



## **JOB DESCRIPTION**

### **FAMILY SERVICES SPECIALIST**

Under the supervision of the assigned family engagement coordinator, the family services specialist shall be responsible to:

1. Provide quality health and social services to Head Start children and families, according to Head Start guidelines.
2. Implement Eligibility, Recruitment, Selection, Enrollment and Attendance (ERSEA) policies and procedures.
3. Assist families in filling out applications and gathering required documents and completing forms, as needed.
4. Complete a Family Assessment with assigned families through required home visits and make appropriate referrals to community resources. Maintain regular contact with families to keep abreast of needs and interest through additional home visits, phone calls, center contacts and other means as indicated.
5. Provide support needed to encourage and assist families in their own efforts to improve the condition and quality of their family life.
6. Set up and maintain effective and efficient child and family records and inventory systems for children enrolled and those who have left the program.
7. Maintain a computerized database and record keeping system by entering and updating the child's and family's information on a regular basis.
8. Manage the caseload of all assigned families as determined by on-going family needs. Keep record of contracts, case history updates and other pertinent data, including case conferencing on a regular basis with supervisor.
9. Accurately maintain, monitor and submit required reports by established deadlines.
10. Conduct recruitment activities which include door to door recruitment, agency and community outreach, and distribution of materials as assigned.
11. Register and enroll children and maintain full enrollment throughout the year.
12. Monitor attendance of children in assigned classes and follow up on absences as necessary.
13. Participate in staff and center parent meetings. Attend other meetings and workshops as assigned. Meetings may be scheduled in the evenings in order to accommodate parents' work schedules.
14. Provide information to parents for dental and physical screenings and follow up appointments as indicated for Head Start children and ensure required follow up is completed.
15. Conduct and assist with hearing, vision, dental, and other health screenings of Head Start children as assigned.
16. Maintain health records for Head Start children.

## *Family Services Specialist*

17. Maintain current community resource files. Visit community agencies which can assist Head Start families and establish and maintain good working relationships.
18. Provide transportation for screening, medical and dental appointments as necessary.
19. Perform other duties as assigned.

### **EMPLOYMENT STANDARDS`**

#### **Required Education and Experience:**

- \*Minimum of an associate degree in social work, family services, counseling, human services, or related field.
- Minimum of two (2) years' recent paid experience in a position involving community or social work. This should include some experience interviewing clients and caseload management.
- *\*Unless the candidate holds a degree in social work, within 18 months of hire, at a minimum, a credential or certification in social work, human services, family services, counseling or related field will be required to be obtained as a condition of employment.*

**Knowledge and Abilities:** Fluent bilingual (English/Spanish) required. Knowledge of social service functions and/ or health activities. Knowledge of relevant public and private agencies. Familiar with and ability to use computer for the entering of client data and word processing. Knowledge of Windows and applications such as Word for Windows and Excel. Ability to maintain accurate records. Ability to work independently. Ability to follow through on assigned duties. Ability to exercise sound judgment and initiative. Ability to perform routine clerical duties. Ability to work cooperatively with others. Ability to maintain confidentiality and sensitivity to low-income families, families at risk, and cultural beliefs and practices. Ability to speak before a group. Ability to drive vehicle and travel to and/or work out of a worksite throughout Ventura County.

**Physical Abilities:** Ability to use hands and fingers to fill out forms on regular and NCR forms and use computer keyboard and other office machines/equipment. Ability to safely drive own or company vehicle. Ability to walk, climb stairs, and/or stand extensively and continuously throughout employment for the purpose of ongoing outdoor recruitment. May occasionally walk on slippery or uneven surfaces. Able to occasionally or frequently lift up to 25 pounds. Ability to carry, push, and/ or pull rolling carts and/or case with supplies while attending local events for the purpose of community outreach and while conducting outdoor recruitment.

**License or Other Requirements:** Must have access to a dependable auto with appropriate insurance coverage and equipped with seat belts and possess a valid California driver's license. Must submit to a job-pertinent agency-paid pre-employment physical examination, negative tuberculosis test and criminal record background checks. Employment is conditional pending satisfactory results of all required tests mentioned above. Periodic physical examinations and TB clearances will be required if hired. Mandated Reporter.