



JOB DESCRIPTION

Family Service Worker/Advocate

Exempt: No

Introductory Period: 90 days

Supervisor: Health, Safety, Nutrition Coordinator

Work Period: 10-12 months per year

Department: Head Start/Early Head Start

GENERAL DESCRIPTION

Family Service Worker will be responsible for supporting families by advocating and educating; linking families to comprehensive services to meet families' needs; act as a liaison; assist with building positive relationships; collaborate with community agencies and makes referrals; conduct home visits, assist families with their individualized goals; maintain accurate data and assist with Active Supervision; implement the Head Start Program Performance Standards and other program regulations. The Family Service Worker will be responsible for the delivery of all health-related services. He/She will work closely with the Health, Nutrition, Safety Coordinator along with the other departments within the program.

ESSENTIAL DUTIES AND RESPONSIBILITIES. The Family Service Worker will:

- Work with Policy Council.
- Provide Center Operations Officer with information for roster.
- Ensure parents and community members are contacted about Policy Council meetings and have transportation to the meetings
- Assist with all safety drills
- Maintain records by keeping track of services in the database
- Become certified in vision, hearing and speech screenings to ensure all children are screened within 90 days of enrollment
- Organize and schedule home visits with families
- Ensure all children receive required screenings
- Submit health records, with written parent permission, to school districts or health personnel
- Enter health related information in the database. Scan, attach, and monitor documentation
- Collect height and weight data for all children
- Facilitate clinics as needed
- Provide accurate and thorough information, referral and other resources to assist families with linkage to ongoing health system

- Conduct intake interviews and assessments with assigned caseload, this includes the initial assessment and goal setting
- Maintain current information on community resources and participate in local interagency council meetings like CRCG and Health Services Advisory Committee meetings
- Maintain referrals and follow-ups and document it in the database
- Ensure monthly progress notes are documented in the database
- Tally up in-kind and enter it in the database
- Complete end of the month reports
- Maintain a positive relationship with community agencies and service providers
- Conduct presentations to local civic/service organizations
- Demonstrate appropriate respect for all work-related contacts
- Conduct Fatherhood activities
- Complete applications and attach them to the database
- Invite parents to be a part of parent committees
- Assist in seeing that the proper documentation of parent activities is maintained by using Robert's Rules of Order at the parent meetings
- Provide parents' letters about attendance as needed
- Maintains and submits accurate records of in-kind donations and volunteer services for non-federal shares
- Prepares and collects daily attendance as needed
- Oversee all referrals necessary to secure social services for the families
- Ensure parents receive education in areas of nutrition, health, mental health, disabilities, and social services
- Provide HS/EHS recruitment materials and assist with recruitment community wide
- Utilize the Parent, Family and Community Engagement format
- Assist in effective outreach efforts to obtain written community partnership agreements or MOU's with other organizations
- Attend Multidisciplinary Team meetings
- Attend all training assigned by supervisor
- Assist in the classroom to ensure ratio is met when teaching staff are out
- Meet and greet families daily during drop off and pick up
- Monitor attendance daily including following up with parents to see why children are out
- Coordinate and collaborate with CSBG to provide services and referrals to individuals and families
- Monitor the point of service for meals being provided
- Ensure confidentiality is always maintained

AGENCY REQUIREMENTS

- Maintain professional appearance and hygiene
- Dependable in carrying out responsibilities
- Proper and safe use of all equipment
- Regular work hours are 7:30 a.m. until 3:30 p.m. Any schedule variation must be approved by supervisor

- Can conduct oneself in a manner that relates to TCCA Policies and Procedures both on and off the job
- Must possess a valid Texas driver's license and be insurable by the agency's insurance company
- Ensure compliance with the Head Start Program Performance Standards and Child Care Licensing Regulations

OTHER DUTIES AND RESPONSIBILITIES

- Performs any other assigned tasks relevant to the effective operating of the program or other tasks assigned by supervisor.

EDUCATION AND WORK EXPERIENCE REQUIREMENTS

High school diploma or GED necessary. Typing and computer skills are necessary. You must have, within 18 months of hire, at a minimum of a credential or certification in social work, counseling, or a related field. A B.S. in Social Work or Counseling is preferred. Must be a person with high moral and ethical standards. Must possess commitment toward working with families. Must be able to work cooperatively and positively with co-workers, community representatives, and the Policy Council. Experience in working with groups. Knowledge of community organizations and resource agencies. Knowledge of the needs of small children and their families. Good communication skills are mandatory.

REQUIRED SKILLS / ABILITIES

- Must be able to communicate, write and read English. Spanish is a plus.
- Must have problem-solving skills
- Must be able to work independently and as a team player
- Must be able to do basic math
- Must be able to lift and /or move 20 to 25 pounds.
- Obtain and recertify CPR/First Aid and Food Handlers card as needed.

PERSONAL QUALITIES

Follow the four agency Behavior Competencies:

Integrity, Teamwork, Professionalism and Compassion

SUPERVISORY DUTIES

None

DISCLAIMER STATEMENT

All TCCA employees are at-will employees. Because your assignment is funded by grants, federal funding, and/or special funding, your continued employment is expressly conditioned on the availability of funding for the position. If funding becomes unavailable due to loss of state/federal funding or due to financial constraints of TCCA, your position is subject to immediate termination.

EMPLOYEE ACKNOWLEDGMENT

I have read and understand this job description. I certify that I can fulfill the requirements outlined in this job description and have received a copy of this document.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____