

YOLO COUNTY OFFICE OF EDUCATION

Head Start/Early Head Start Programs

CLASS TITLE: FAMILY SUPPORT SERVICES MANAGER

BASIC FUNCTION:

Under the direction of the Head Start/Early Head Start Program Director, to direct, manage, supervise, plan, and coordinate the family support services programs and activities of the Head Start and Early Head Start programs; to direct, manage, supervise and coordinate the outreach, recruitment, and enrollment of pregnant women, infants, toddlers, and preschool aged children; monitor parent involvement opportunities in Head Start and Early Head Start, support parent committee and Policy Council activities; to coordinate assigned activities with other Head Start and Early Head Start service areas and with outside agencies; and to provide highly responsible and complex administrative support to the Yolo County Head Start and Early Head Start Program.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Assume management responsibility for family support services and activities of the Head Start and Early Head Start programs in accordance with Head Start Performance Standards; assure individual family plans are developed and implemented to meet identified health, mental health, and social service needs of children and families; provide case consultation and crisis intervention supervision; coordinate referrals to outside agencies; assure principles of case management and integration of services are applied to programs and services offered to families.

Participate in the selection and training of staff. Supervise and evaluate Family Support Services Assistants and other assigned staff.

Write the Family and Community Partnerships and ERSEA plans for Head Start and Early Head Start in consultation with staff, parents and community partners. Develop, review and evaluate parent involvement, parent education, resource and referral, and social services plans and make recommendations for corrective action, as needed.

Serve as a liaison for the Head Start/Early Head Start programs with community programs providing services to low-income families. develop partnerships with community agencies to assure resources are available and accessible to Head Start/Early Head Start families; continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; plans and implements adjustments as necessary.

Responsible for on-going monitoring, including regular site visits, to assure each enrolled family receives the support and services required by Performance Standards; that family needs are assessed and that all identified concerns receive appropriate follow up to resolution; and that program goals and objectives are met.

Plan, support and provide opportunities for parents to become involved in program activities; assist home based and center based teachers and staff to establish and support Parent Committees as defined in Performance Standards; monitor, evaluate and recommend improvements to parent activities; serve as the staff resource to the Policy Council.

Develop, implement and manage enrollment, recruitment, selection and attendance processes based on assessed community need and established eligibility criteria.

Participate in the development of the Head Start and Early Head Start budgets by establishing priority expenditures and maintaining records of costs. Review financial transactions and monitor family support services budget to ensure efficient operation and to ensure that expenditures remain within budget limitations. Prepare specifications for all family support service equipment and supplies; order and oversee the distribution of family support services supplies and materials.

Arrange for the collection of data as needed to ensure compliance with pertinent legislation, regulations, and laws; ensure timely and accurate reporting of data to Federal and State authorities. Analyze data for evaluating, planning, and improvement of services.

Meet regularly with the Head Start/Early Head Start Director, managers, the health specialist and family support services assistants; meets with other staff as needed. Schedule and/or attend case conferences, parent conferences, case reviews, IEP/IFSP meetings, staff meetings, parent meetings, in-service and pre-service meetings, and other meetings.

Perform other job related tasks as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.
- Principles, philosophy, and practices of Head Start/Early Head Start.
- Principles and practice of case management and crisis intervention programs.
- Principles of supervision, training, and performance evaluation.

ABILITY TO:

- Use a computer to collect, record, retrieve data and prepare reports.
- Develop and implement social services supervisory procedures.
- Recommend and implement goals, objectives, and practices for providing effective and efficient programs and services.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Prepare clear and concise administrative reports.
- Communicate in the Spanish, Russian, or other primary language of enrolled families, highly desirable.

EDUCATION AND EXPERIENCE:

- Bachelor of Arts or Bachelor of Science Degree in Social Work or other closely related health field.
- Five years increasingly responsible experience in social services.

LICENSES AND OTHER REQUIREMENTS:

LICENSE OR CERTIFICATES:

- MSW desirable.
- Valid California driver's license.

REQUIREMENTS:

- Communicate orally and in writing using correct English usage, spelling, grammar, vocabulary and punctuation.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Travel from site to site within the county.

PHYSICAL DEMANDS:

Sitting or standing for extended periods of time.

Dexterity of hands and fingers to operate a computer keyboard and other standard office equipment.

Seeing to read a variety of materials.

Hearing and speaking in order to exchange information.

Driving a vehicle to conduct work.

APPROVED:

Signature, Policy Council Chair
Approval

Date of

Signature, Superintendent or Designee
Approval

Date of