

**Family Services Coordinator**

Oversight of family and community partnerships through supervision of Advocates in the performance of their duties and monitoring of family information. Coordinates with ERSEA Specialist to plan and implement the eligibility, recruitment, selection, enrollment, and attendance processes.

**ESSENTIAL FUNCTIONS**

***Key Performance Area – Family Partnership Building***

**Family Partnerships:**

- Monitor Family Partnership Agreements to assure follow up and adequate documentation
- Assist Family Advocates in locating referral resources
- Assists with crisis intervention for families as needed
- Assist in the transition process as families move into and out of the Head Start program
- Mentor family advocates on how to establish, meaningful, realistic family partnership agreements

**Parent Involvement:**

- Assists parents in identifying how to participate in Head Start
- Assist families in the process of staying involved as they transition to other programs, public schools, or into another Head Start program
- Coordinates parent education event by establishing objectives and agendas, scheduling presenters, creating promotional materials and collecting family feedback from each event.
- Lead Family Advocates in targeting process for parent education activities and debrief with family services staff after each event to evaluate success.

**Child Abuse and Neglect:**

- Follow through with families who have questions about Office of Children's Services procedures
- Assists staff in complying with Kids' Corps, Inc.'s Child Abuse and Neglect reporting procedures
- Provides training to all staff in reporting requirements
- Maintains confidentiality of child abuse and neglect reports
- Analyzes reports annually to identify trends that may impact program planning

**Enrollment and Recruitment:**

- Provides support to the ERSEA Specialist on annual (and as needed) training on the steps to enrollment and verifying eligibility
- Reviews all child files for completeness and accuracy before enrollment
- Assist in the development and implementation of annual recruitment plan
- Assigns Family Services staff to attend and recruit at community events

**Attendance:**

- Follow-up with attendance concerns with advocates, classroom staff, Center Directors, families and management
- Review and authorize extended absences in accordance with KCI policies and procedures
- Assure adequate documentation of attendance concerns
- Provide guidance for staff regarding attendance concerns
- Directly report issues regarding attendance to Family Services, Health & Early Head Start Manager

***Key Performance Area – Community Partnerships***

**Current resources and community connections:**

- Maintain currency of knowledge with regard resources available in the community
- Assure awareness of Kids' Corps, Inc. by familiarizing local service agencies with our services to families and children through community gatherings, meetings, training sessions, etc.
- Share resource information at staff meetings

- Maintains and updates the community resource guide as needed

**Community collaboration:**

- Advocate and collaborate with community agencies to support child, family, and agency outcomes
- Develop community collaboration projects that supports agency goals
- Assist families in connecting with resources outside of Kids' Corps
- Facilitates Family Services Advisory Committee meetings

***Key Performance Area – Supervision of Family Advocates***

- Provides support and guidance to Family Services staff
- Regularly meets with staff to provide reflective supervision and assure compliance with regulations
- In collaboration with Human Resources Manager, follows disciplinary procedures as required
- Conducts introductory appraisals with Family Services Staff within 90-days of hire
- Conducts annual performance appraisal in May of each year
- Assists in identifying individual training goals using the agency professional development plan

***Key Performance Area – Recordkeeping and Reporting***

- Inputs data into Kids' Corps database as requested
- Assures accuracy of child file information by logging communications with families on to Family Contact Report and filing information received according to guidance provided
- Ensures family services staff document follow-up for referrals, family partnership agreements, attendance concerns, etc. in child files and submit to Program Support Associates for data entry as needed
- Ensures family services staff provides accurate home visit logs for purposes of volunteer and in kind reporting
- Provides accurate and timely timesheet to account for work hours
- Responsible for accuracy of all Family Services reports

***Key Performance Area – Communication***

- Assure continuous and timely flow of verbal and written communication to and from other staff, supervisor, program participants, and the community. Conduct communication in an effective, respectful, timely, and supportive manner
- Prepare and provide timely and accurate written reports as required or requested
- Follow calendar, Teamwork Times, Center Newsletters, and memorandums to assure current knowledge of agency happenings
- Contribute to newsletters, parent fliers, and other center information to keeps parents informed of family services events for the center

**MARGINAL FUNCTIONS**

Perform other assignments as requested by supervisory staff

Daily adjustments to schedule may be necessary to meet the needs of families as requested

Participate in planning process as directed

Participate in self-assessment process as directed

**Position Information**

Reports to: Family Services, Health & Early Head Start Manager

Supervises: Family Advocates, Family and Community Engagement Specialist

Requirements: 4-Year Degree in Human Services, Social Services, Psychology, Adult Education, or related field + 24 Months experience directly related to the position described including at least 12 months of supervision

Required Certification and Licenses: Driver's License (requires daily access to personal vehicle that is insured for purposes of home visiting and community contact)

Prefer: Bi-lingual (fluent written and verbal)

Starting Salary:

4-Year Degree	Graduate Degree
\$26.24	\$27.84

Introductory Period: 90 Days

**Other Requirements:**

**Certifications:**

Appropriate and current First Aid and CPR certification

Current and approved background check with Municipal Licensing (requires fingerprinting and Interested Person's Report from the State of Alaska)

Proof of United States employment eligibility as required on the I-9 form

**Abilities:**

Must be able to evacuate self, children, and parents from building safely in the event of an emergency

Able to work cooperatively with other adults

Able to maintain confidentiality of program information

Effective written and verbal communication abilities

**Physical Abilities:**

See attached list

This Job Description describes the essential functions and qualifications for the job described. It is not an exhaustive statement of all the duties, responsibilities, or qualifications of the job. This document is not intended to exclude modifications consistent with providing reasonable accommodation for a disability. This is not a contract. Your signature below indicates that you have read the job description and understand the essential functions of your position.

**PAYROLL INFORMATION:**

- Timesheets are due every other Friday.
- Pay dates bi-weekly, alternating Friday's from timesheets.
- Payroll checks are direct deposited or mailed to employees on the pay date.
- All positions are contingent upon Policy Council Approval.
- This position is dependent upon availability of funding (all positions are grant funded).

All positions may be required to work occasional evening and/or weekend (usually Saturday)

Personnel Policies and Procedures are available on the Internet at <http://kcialaska.org>

All employment with Kids' Corps is "at will". This means that the employee or Kids' Corps may terminate employment at any time and for any reason with approval from the Head Start Policy Council. No term of employment is expressed or implied by this job description.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_