

Job Title: Family Service Worker	Reports to: Teachers/Site Supervisor
Department: Social Services	Status: Nine Month – Full Time/ Non-Exempt
Location: Site	Prepared Date: January 3, 2012; updated 6/29/15

Position Overview

Ensures the implementation of the Head Start program by supporting individual families as they move towards self-sufficiency by: advocating, goal setting, educating and providing established resources throughout the community and recruiting families for program enrollment.

Essential Duties and Responsibilities *may include but not limited to the following:*

Recruitment and Enrollment

- Utilize recruitment techniques to determine eligible children and ensure full enrollment of assigned sties by implementing procedures in accordance with Performance Standards; participate in and complete intake applications and orientation packets for Head Start families

Support to Families

- Assist families in identifying goals, strengths, necessary services and other needed resources while completing FSW home visits
- Empower parents by enhancing parenting skills and parent/child relationships
- Attend and plan parent meetings to actively support and encourage parent participation in program implementation
- Provide transportation to medical appointments for families needing assistance
- Follow up on children’s physicals on a consistent basis and provide families with needed referrals to health providers. Ensure 30 day requirements are met for completing physicals.

Support to Department

- Attend initial and follow-up home visits, parent teacher conferences and community events as needed
- Provide translation services when needed, if available
- Assist teachers as needed in the classroom or with other tasks as assigned
- Maintain and update Parent Board in accordance with Performance Standards
- Communicate with Special Needs staff regarding children with IEP’s, ongoing referrals, and follow ups with parents

Documentation and Clerical

- Document health and needs assessments
- Track and scan all documents and maintain files
- Answer phones as needed
- Ensure data is accurate by checking Child Plus reports against tracking, and making needed updates with Record Clerks

Community Relations

- Develop and maintain community relationships with resources throughout Kent County

Supervisory Responsibilities

No supervisory responsibilities

Educational Requirements

Current staff: High School Diploma or GED; Associate Degree in Social Work or Bachelor Degree with a minimum of five (5) courses of 3-4 credits each in related field preferred.*

New hires and promotions or transfers after July, 2010: Associate Degree in Social Work or Associate Degree with a minimum of five (5) courses of 3-4 credits each in related field required. Bachelor or Advanced Degree in Social work or related degree preferred.

*Related fields include the following: Social Work, Social Services, Family Services, Family Studies, Behavioral Science, Sociology, Anthropology, Human Development, Psychology, and Education including Special Education, Early Childhood or Child Development (subject to change per Federal and State requirements).

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty; the requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience – Must be bi-lingual (Spanish Speaking); must obtain and maintain valid chauffeurs license within 60 days of hire. Past experience in Social Services field is preferred.

Communication Skills – Must have intermediate level of written and oral communication skills with a strong attention to detail; ability to effectively and clearly communicate information and ideas with willingness to share knowledge, skills and expertise with others.

Computer Skills – Must have basic computer skills and be knowledgeable of Microsoft office. Must have ability to type 35 words per minute.

Reasoning Ability – Identify and resolve problems in a timely manner; work well in group solving situations; use reason and restraint, even when dealing with emotional topics; ability to adapt to and solve challenging situations applying common sense understanding to all situations.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Teamwork – Balance team and individual responsibilities; exhibit objectivity and openness to others' views; give and welcome feedback; contribute to building a positive team spirit; put the success of team above own interests; ability to build morale and group commitments to goals and objectives; support everyone's efforts to succeed.

Job Knowledge – Understand the job requirements; communicate effectively as required to do the job.

Safety and Security – Observe safety and security procedures; determine appropriate action beyond guidelines; report potentially unsafe conditions.

Planning/Organizing – Prioritize and plan work activities; use time efficiently; plan for additional resources; organize or schedule tasks to meet deadlines; develop realistic action plans.

Oral Communication – Speak clearly and persuasively in positive or negative situations; listen and get clarification; respond well to questions.

Written Communication – Write clearly and informatively; edit work for spelling and grammar; adapt writing style to meet needs; present numerical data effectively; ability to read and interpret written information.

Judgment – Display willingness to make decisions; exhibit sound and accurate judgments; support and explain reasoning for decisions; make timely decisions.

Attendance/Punctuality - Consistently at work and on time; ensure work responsibilities are covered when absent; arrive at meetings and appointments on time.

Dependability – Follow instructions, respond to management direction; take responsibility for own actions; keep commitments.

Initiative – Readily volunteer when needed; undertake self-developmental activities; seek increased responsibilities; take independent action and calculated risks; look for and take advantage of opportunities; ask for and offer help when needed.

Professionalism – Approach others in a tactful manner; react well under pressure; treat others with respect and consideration regardless of their status or position; follow through on commitments.

Physical Requirement (Subject to Change)

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- Ability to sit for prolonged periods of time while performing work duties.
- Physical ability to effectively and efficiently operate keyboard and other work related tools and equipment.
- Visual acuity to effectively read computer screen, reading material, and reports or documentation required per Head Start guidelines.
- Ability to sit, stand, bend, reach, pull twist and turn with sufficient manual dexterity to operate standard office machines, to file, retrieve supplies, perform light cleaning of classroom/office, etc.
- Ability to squat, crawl, kneel and bend in order to speak to children at the child's eye level, to play with the children and to pick up toys and equipment from the floor.

- Ability to raise arms above head and extend arms and legs beyond body.
- Ability to sit in 15 inch chairs.
- Ability to lift and carry twenty-five to thirty (25-30) pounds, if you are required to lift over this amount in a non-emergency situation, you are required to ask for assistance.
 - In some emergency situations you may be required to lift over thirty (30) pounds.
- Ability to hear and listen when a child or another individual is speaking to you both in a calm and excited environment.
- Because of essential functions and responsibilities as caregivers for up to ten children, and their direct responsibility for the exiting of those children in the case of an emergency evacuation, candidates for these positions would be limited to those who are not wheelchair restricted.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

NOTE: This job description is not intended to be all-inclusive. Employees may perform other related duties as assigned to meet the ongoing needs of the agency. Employees in this position must be able to perform the essential job functions of this position, with or without reasonable accommodation. If you require a reasonable accommodation to perform these job functions, you should provide written notice to the Benefit Specialist within 182 days of the date the need arises.