

**Elkhart and St. Joseph Counties Head Start Consortium
Position Description/Performance Appraisal/Competency Assessment**

Position Title: Family and Community Specialist
Reports to: Site Supervisor
Positions(s) Supervised: None

Job Class:
FLSA Status:

Incumbents Name:
Date Written/Revised:05/2020

Position Purpose:

To provide for the overall coordination of services to Head Start children and their families at the assigned site, as it relates to Health, Social Services, Disabilities, and Mental Health; manage a caseload of families; provide or assist in linkage and referral to appropriate community resources. This is an 11-month, full-time position.

Scope of Authority/Responsibility:

The Family and Community Specialist reports to the Parent Engagement Manager who is responsible for overseeing all family support services to consult and assist with special projects in the Early Childhood Development and Health components. This position can make decisions regarding social services and must notify the Parent Engagement Manager. Any decision impacting policy precedent or regulation is discussed with the Content Area Manager ***Adhere to HEAD START performance standards, Elkhart & St. Joseph Counties Head Start Consortium policies and procedures and STATE MANDATES regarding the reporting of child abuse and neglect.***

The Family and Community Specialist is expected to present a positive and professional image of Elkhart & St. Joseph Counties Head Start Consortium and the Head Start Division, and actively and effectively participate on committees and work teams as requested.

Customer Contact/Relationships:

The Family and Community Specialist has regular contact with the children and their families, community agencies and other Head Start staff to coordinate services.

Minimum Hiring Requirements

- Academic:** BA/BS degree from an accredited college in Human Services or Health related field. If required needs to complete an Indiana Community Health worker certification CCHW
- Experience:** Two years' experience in a similar position in a Head Start or similar children's program. Spanish speaking preferred.
- Language:** Ability to read, analyze and interpret technical/medical/legal information. Ability to respond to routine inquiries to complaints from customers, regulatory agencies, or members of the business community. Ability to effectively communicate with individuals and groups.
- Math:** Ability to apply concepts such as averages, ratios, fractions, and percentages to practical situations.
- Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete and/or abstract variables where only limited information or standardization exists. Ability to interpret a variety of instructions furnished in written or verbal form. Ability to prioritize projects or assignments based on limited supporting information, and to develop creative alternative solutions.
- Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. The employee must have the physical ability to perform the essential functions of the position consistently and competently, with or without reasonable accommodation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of the job, the employee is regularly required to talk and listen to communicate in person or over the telephone with employees, applicants, and other customers. This position must also be able to travel between Head Start sites on a regular basis and may occasionally need to put in hours beyond the standard work week to meet customer demands.
- The employee is frequently required to stand, walk; reach; bend; grasp objects, and reach with hands and arms. The employee is occasionally required to sit.
- This position must frequently lift and/or move up to 20 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
- The employee is required to have fine motor skills for legible and accurate writing of reports, charting, scheduling, and correspondence.
- This position is required to visit customer homes and other required locations.

This position must be able to work with all individuals in a positive manner and must be familiar with stress management and conflict resolution techniques. Must be able to tolerate a high degree of stress and have the physical agility and emotional stamina to respond quickly, appropriately, and effectively to emergency situations.

The Family and Community Specialist must be able to handle administrative details and must be self-directed with organizational and time management skills, good communication skills, verbal and written, are essential.

A basic knowledge of computers and the ability to work independently as a member of a team are required.

ESSENTIAL Functions	Required Competencies	Performance Outcome Expectations	Self Rating	Supervisor Rating	Indicate How Employee Demonstrated Competent Performance Expectations
Early Childhood health social educational Development Services.	Have a working knowledge of the ChildPlus database.	<p>Must maintain accurate and up-to-date daily case note records on the child and enrolled families.</p> <p>Provide support with follow-up when requested by Mental Health /Disability Manage. This may include assisting Parents to connect with special Educational Services</p> <p>Provide support to parents as needed to complete documentation required by Special Education Services.</p> <p>Scan IEP to the Mental Health/Disability Manager.</p> <p>Provide support to gather current IEP as requested by Mental Health /Disability Manager</p>	<p>E M I N</p> <p>E M I N</p> <p>E M I N</p>	<p>E M I N</p> <p>E M I N</p> <p>E M I N</p>	
Engage in developmental screening process to identify the strengths and needs of each child 1302.33 (b)	Engage and maintain a working knowledge of developmental screening processes (Denver and DECA).	Offer Parenting Education to the families whose assessment results indicate concerns and Document in Childplus.	E M I N	E M I N	
Program Governance 1301.3.(a,b)	<p>Elect a policy council representative as early as possible during the school year.</p> <p>Facilitate site meetings through attendance and preparation ensuring arrangement for room accommodations, meeting materials and childcare.</p>	<p>FACS explain to parents what happens at the local site meetings and the elections process at a face-to-face contact meeting. FACS will submit after conducting a Policy Council Election. Submit all site meeting election documentation (Ballots, voting, tallying, minutes, and sign in sheets) with the end of the month paperwork.</p> <p>Document all contact with parents by telephone, individualized case notes and PIR if the family participates in the site meeting.</p> <p>FACS will provide site meeting documentation by using the monthly site meeting check list documentation:</p> <ul style="list-style-type: none"> ● Flyers ● Agenda ● Minutes ● Sign-in sheets. ● Handouts <p>In-kind, make sure all in-kind is captured for the school year.</p>	<p>E M I N</p> <p>E M I N</p> <p>E M I N</p>	<p>E M I N</p> <p>E M I N</p> <p>E M I N</p>	

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Supervision and Professionalism Training	<p>Promote the philosophy, mission and educational objectives of Elkhart & St. Joseph Counties Head Start Consortium.</p> <p>Comply with Head Start personnel and NAEYC code of Ethical conduct policies (Code of conduct) and HIP.</p> <p>Set goals in form of a professional plan which included specific objectives and time frame.</p>	<p>• Individualized Case notes will reflect daily efforts to promote support for families needs. Family and community specialist will strengthen positive/child relationship reflect the practice of the Family and community Engagement Framework -PCFE</p> <p>Staff follow policies and procedures as evidenced by performance on the job. All outside requests for documentation or information is presented to the manager for guidance and review.</p> <p>Completes a self evaluation using the Elkhart and St. Joseph Counties Head Start Consortium performance appraisal. Also Complete the professional Developmental Plan for the coming year.</p>	<p>E M I N</p> <p>E M I N</p> <p>E M I N</p>	<p>E M I N</p> <p>E M I N</p> <p>E M I N</p>	

ESSENTIAL Functions	Required Competencies	Performance Outcome Expectations	Self Rating	Supervisor Rating	Indicate How Employee Demonstrated Competent Performance Expectations
	<p>Engage in ongoing staff development (as defined by the grantee) to improve professional skills and achieve/or maintain credentials.</p> <p>Training /Coaching sessions and Renew Credentials</p> <p>Sign and demonstrate knowledge of the consortium's confidentiality policy.</p> <p>Demonstrated judicious use of time (Reference Employee Handbook)</p>	<p>Family and Community Specialist (FACS) attend all training and courses that lead to certifications as well as participate in coaching and mentoring sessions as needed. Staff are responsible for keeping credential status current.</p> <p>All FACS will Participate in Coaching Monthly sessions.</p> <p>If a FACS is a CHW (Community /Health Worker) we will need to review yearly with 14 CEU credits Staff will participate and display respectful conduct during training. Staff will keep student files confidential in cabinets and adherence to confidentiality policy.</p> <p>Submitted work schedule weekly by Monday. Submit mileage weekly with schedule. Conduct Home Visits as a team of two.</p>	<p>E M I N</p> <p>E M I N</p> <p>E M I N</p> <p>E M I N</p>	<p>E M I N</p> <p>E M I N</p> <p>E M I N</p> <p>E M I N</p>	
Teamwork	<p>Works cooperatively with parents, school personnel, and Head start management.</p> <p>Communicate regularly with the parent engagement Manager to Receive guidance, report process to plan new strategies and to problem-solve.</p>	<p>Demonstrate cooperation with the school personnel, parents and all Elkhart and St. Joseph Counties Head Start Consortium staff.</p> <p>Treat co-workers and building head start staff with dignity and respect.</p> <p>Staff implemented the recommended guidance from the Parent Engagement manager documented on the FAT.</p>	<p>E M I N</p> <p>E M I N</p> <p>E M I N</p>	<p>E M I N</p> <p>E M I N</p> <p>E M I N</p>	
Collaboration	<p>Participate in caseload specific team meeting and SAT meetings regarding children and families with teaching staff.</p> <p>Assist teaching staff with newsletter regarding specified head start activities, and program updated.</p> <p>Coordinate with Head Start Management to invite community agencies to participate in Head Start event or serve on Head Start committees.</p>	<p>Team meetings occur twice a month and highlight: attendance, parent engagement activities, newsletter, home visits, parent concerns, new students, and follow-up with 45- and 90-days requirements.</p> <p>A monthly newsletter reflects Parent engagement events, screenings days Head start activities as well as Open enrolment on site and kindergarten transition.</p> <p>Coordinated with Head Start Management to participate in community events (i.e., training, health fairs, job fairs, etc.).</p>	<p>E M I N</p> <p>E M I N</p> <p>E M I N</p>	<p>E M I N</p> <p>E M I N</p> <p>E M I N</p>	

		File documentation pertaining to, social service, transportation, and health documentation.	E M I N	E M I N	
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	ESSENTIAL Functions	Required Competencies	Performance Outcome Expectations	Self Rating	Supervisor Rating	Indicate How Employee Demonstrated Competent Performance Expectations
	Provide late bus duty, as needed.	Work with the Program Manager to ensure timely delivery of children, contacting Site Supervisor after child is undeliverable for one hour. Work with each school corporation to ensure child arrived home safe on the daily basic.	Demonstrate the ability to follow policies and procedures and Contact the Program Manager after child is undeliverable for 30 minutes after all means to contact parent have been exhausted, Assist with sweeping buses to ensure children fully excited the bus. Email managers daily after all clear	E M I N E M I N	E M I N E M I N	
	As per program policy, serve as a substitute in the classroom	Work cooperatively with Parent Engagement Manager and teaching staff in carrying out developmentally appropriate practices within the classroom.	Substitute as a last resort.	E M I N	E M I N	
	Establish and maintain a safe and healthy environment	Familiarity with Safety Sam curriculum and the ability to demonstrate safety procedures such as assisting children to exit and enter the bus safely.	Through use of hand-to-hand exchange and sign off/on bus, assist children entering and exiting the bus safely. Assist sweeping buses to ensure children have fully exited the bus. Attend required trainings involving bus safety procedures and follow through with required procedures daily.	E M I N E M I N	E M I N E M I N	
	Family and Community specialist should master the major aspects of this position and should become familiar with social service in the community, as well as Health & Human Services (HHS) and Head Start regulations.	The Head Start Performance Standards. Organizational structure of Elkhart and St. Joseph Counties Head Start Consortium, the Head Start programs and locations. Work cooperatively with community agencies. Elkhart and St. Joseph Counties Head Start Consortium policies and procedures. Knowledge of developmentally appropriate practices.	Follow Head start policies and procedures and demonstrate understanding and knowledge relate to the performance standards. Reflection of cooperatively working with agencies through documentation. Demonstration of following protocols. Demonstration of skills in the classroom.	E M I N E M I N E M I N E M I N	E M I N E M I N E M I N E M I N	
	Family and Community Partnership – FPA 1302.52 (a) (b)(c)	Work collaboratively with parents to complete a quality Family Partnership Agreement within the first 60 days. Staff and resources will be assign based on the urgency and intensity of identified family needs and goals	Family partnerships agreement must be completed FACE to FACE. Family Community Specialists (FACS) will make sure needs assessment is reviewed and parents will set up a family goal basic on the family outcomes needs. Family and Community Specialist will submit the family partnerships report	E M I N E M I N	E M I N E M I N	

			4019 monthly with end of the month report			
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ESSENTIAL Functions	Required Competencies	Performance Outcome Expectations	Self Rating	Supervisor Rating	Indicate How Employee Demonstrated Competent Performance Expectations
	<p>Provide case management services to families based on Family Partnership Agreement goals and/or parent requests (i.e., referrals to various community agencies, follow-up with parents regarding identified goals, on-going, contact, etc.) Document the provision of case management services.</p> <p>Develop and coordinate opportunities for parent engagement at the site level.</p> <p>Encourage Fatherhood Initiative within the Head Start program.</p> <p>In-Kind / Volunteer</p> <p>Facilitate and support Community Comment process.</p> <p>Family Outcomes</p> <p>Parent Curriculum</p>	<p>Maintain and keep daily family service case notes documentation with all actions taken to support the family needs as well as specific referral completed with outcomes results.</p> <p>All family services received must be documented under case notes and PIR session in ChildPlus.</p> <p>Case notes need to be entered daily and printed four times a year with the family outcomes report and all filed need to be up to date.</p> <p>End of the month paperwork completed and turn in on time First Friday of the Month</p> <p>Parents/Guardians are encouraged to participate in site meetings, training, home visits, and Parent Teacher conferences. The Family and Community Specialist will document all the attempts to contact the family.</p> <p>Fatherhood initiative activities will be documented in child plus case notes and PIR.</p> <p>The Family and Community Specialists (FACS) must generate minimally 100 hours per year or 12 hours per month of volunteer time (home visit, site meeting) documentation will be submitted with end of the month report.</p> <p>Community Comment forms will be available, and the Family and Community Specialists (FACS) will assist parents to follow the process.</p> <p>Complete three Family Outcome Assessments for each individual family annually. Family and community specialists will document all families' gains and changes on each family outcome.</p> <p>Family and community specialist will offer parents a research-based parent curriculum on different settings depending on the family needs identified</p>	<p>E M I N</p> <p>E M I N</p> <p>E M I N</p> <p>E M I N</p> <p>E M I N</p> <p>E M I N</p> <p>E M I N</p> <p>E M I N</p> <p>E M I N</p> <p>E M I N</p> <p>E M I N</p>	<p>E M I N</p> <p>E M I N</p> <p>E M I N</p> <p>E M I N</p> <p>E M I N</p> <p>E M I N</p> <p>E M I N</p> <p>E M I N</p> <p>E M I N</p> <p>E M I N</p>	

		at SAT meetings, site meetings, Case conference, Home visits.			
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ESSENTIAL Functions	Required Competencies	Performance Outcome Expectations	Self Rating	Supervisor Rating	Indicate How Employee Demonstrated Competent Performance Expectations
Transition, Recruitment, Enrollment and Attendance (ERSEA) 1302.13	Facilitate transition activities (both in to and out of Head Start) and assist local school district with kindergarten enrollment as needed.	<ul style="list-style-type: none"> • Physical • Dental • Immunization • Birth Certificate 	E M I N	E M I N	
	Implement recruitment and enrollment activities.	Family and Community Specialist will engage in all recruitment activities and Kindergarten Transition. Submitted Engagement report to The Program Manager and ERSEA Manager and	E M I N	E M I N	
	Ensure enrollment application is completed and Criteria Point System was correctly utilized.	The Family and Community Specialist will be documented on the Intake application and any high-risk needs will be identified at the time of the initial intake is completed.	E M I N	E M I N	
	Upon completion all applications are turned into ERSEA Supervisor.	Completed application, original sent to ERSEA Supervisor.	E M I N	E M I N	
	Open Enrollment	FACS are required to work Open Enrollment hours based on the Open enrollment Team assignment Calendar submitted by the Management.	E M I N	E M I N	
	Contact and document follow-up regarding attendance concerns (i.e., absences, tardiness, etc). Attendance justification forms are sent daily to the grantee office. 1302.16 (1) (2)		E M I N	E M I N	
	As per the Attendance Policy, recommend withdrawal of children within the specified guidelines. Forward this information to the ERSEA Supervisor.	All attempts to contact the family must be documented under the social services tab in childplus.	E M I N	E M I N	
	Change of status for Form COS	The Family and Community Specialist will complete a home visit after two unexcused absences.	E M I N	E M I N	
	Bus transportation safety when children arrive not received at home	Family and Community Specialist will Site Supervisor to schedule a SAT with any family that the child attendance is below 85% and develop an action plan to improved child's attendance.	E M I N	E M I N	
		FACS will work in collaboration with the team and parents with information related to the website attendance works Action plan will be develop with any child that attendance is below 85%.	E M I N	E M I N	

		<p>Family and community specialists will update on the daily basics all changed relate to the child's demographics in child plus and submit the Change of status form to the ERSEA manager weekly.</p> <p>FACS will follow with transportation policy and document all the attempts to correct the problem under child plus case notes. A second time child is returned to school FACS will schedule a SAT meeting with Site Supervisor and Transportation Manager.</p>			
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Goals/Objectives: Professional Development

Goals for FY _____	Approach to accomplishing goals/objectives	Midyear Check _____	Status Circle one	Staff Initials	Comments/Mitigating Circumstances	Year End Evaluation	Goals for FY _____
			Met Partially Met Did not Meet				
			Met Partially Met Did not Meet				

Goals/Objectives: Health and Wellness Plan

Goals for FY _____	Approach to accomplishing goals/objectives	Midyear Check _____	Status Circle one	Staff Initials	Comments/Mitigating Circumstances	Year End Evaluation	Goals for FY _____
			Met Partially Met Did not Meet				
			Met Partially Met Did not Meet				

EMPLOYEE PRINTED NAME

EMPLOYEE SIGNATURE

DATE

SUPERVISOR'S SIGNATURE

DATE

HR MANAGER SIGNATURE

DATE

EXECUTIVE DIRECTOR SIGNATURE

DATE

Employee & Supervisor: Your signatures indicate that:	Employee & Supervisor: Your signatures indicate that:
This position description has been reviewed with the employer and the employee has been given a copy.	The 90-day performance appraisal/competency assessment has been reviewed with the employer and the employee has been given a copy.

Employee Printed Name Date

Employee Signature

Parent Engagement Manager Date

Employee Printed Name Date

Employee Signature

Parent Engagement Manager Date

The annual performance appraisal/competency assessment has been reviewed with the employer and the employee has been given a copy.

Employee Printed Name Date

Employee Signature

Parent Engagement Manager Date

Family and Community Specialist

- Approval:
- Policy Council: 07/07
- Board Approval: 07/07
- Policy Council: 06/09
- Board Approval: 06/09
- Policy Council: 07/08
- Board Approval: 07/08
- Policy Council: 07/11
- Board Approval: 07/11
- Policy Council: 07/12
- Board Approval: 07/12
- Policy Council: 07/13
- Board Approval: 07/13

Positions: Family and Community Specialist