

Highland Rim Economic Corporation

Title: Family Service Manager	Reports To: Head Start Director
Status: Exempt	Department: Head Start
Skill Level: 3	Pay Grade: 303
Location of Work: Head Start Central Office, Houston County	

Description:

The Family Service Manager is responsible for improve the quality and effectiveness of staff providing in-home and other services including needs assessment, development of service plans, family advocacy and coordination of service delivery to families of children participating in Head Start programs. In support of the Agency's mission, the Family Service Manager is responsible for ensuring the provision of high quality comprehensive early childhood services by effectively leading and working with children and families supervising the family service area. The Family Service Manager ensures accordance with agency philosophy, goals and values and in compliance with all applicable Federal, State and local laws and Head Start Program Standards at all times.

Responsibilities:

- Adheres to all agency operational Policies and Procedures and written plans in accordance with Federal Performance Standards and state and local guidelines
- Respects and maintains confidentiality and privacy of all records and information of staff, children, and families
- Reports suspected child abuse or neglect as required by law in accordance with agency policy and procedures and state guidelines
- **Responsible for assisting the agency in achieving the Non-Federal Share In-Kind match, as required by the Office of Head Start**
- Adheres to all National and local Head Start philosophies and vision, assisting with the leadership and implementation of best practices towards achieving program school readiness goals
- **Conducts on-site monitoring regularly to ensure compliance with all local, state, and Federal regulations**
- **In conjunction with the Health Services Manager, monitors and tracks all health/dental events, all follow-up on failed/expired events to ensure documentation in ChildPlus**
- **Ensures ongoing communication with Health Services Manager, providing support to ensure Family Advocates are working on and documenting all efforts toward health/dental**
- Ensure children's files are audited and kept up-to-date with screenings and child health information
- Ensure accuracy of enrollment documents
- Review and update Selection Criteria annually in accordance with Community Assessment updates and Head Start Performance Standards; ensures Policy Council and Board of Directors approval
- Review and as necessary, revise or develop maximum caseload requirements as suggested by best practices

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- Promote the development of model curricula (on subjects including parenting training and family literacy) designed to ensure the attainment of appropriate competencies by individuals working or planning to work in the field of early childhood and family services
- Provide supervision, direction and support to staff, to provide feedback, training and supervision on effective intervention and supportive strategies
- Promotes and encourages Family Advocates to ensure professional development is ongoing
- Revise and distribute the Parent Handbook and Community Resource Manual annually
- Approve expenditures for parent meetings and parent activity funds following purchased procedures
- Work in partnership with the management team and Head Start Director to ensure a concise and integrated approach is taken in program management and operations
- Ensure a Parent Committee is established at each center and functioning according to the By-Laws
- Work with the management team, Head Start Director, and Policy Council to plan, select and train committee members and conduct an annual self-assessment
- Ensure that Policy Council members are elected by local parent committees
- Ensure community partnerships are established and maintained according to the Family Services plan and procedures
- Develop and implement plans and procedures for the Family Services Content area
- Develop, implement and monitor all aspects of Eligibility, Recruitment, Selection, Enrollment and Attendance (ERSEA)
- Ensure 100% of the program's funded enrollment is achieved and that an active waiting list is maintained at all times by analyzing recruitment efforts for productivity and continuity
- Assist in mentoring new Family Services staff by helping in the development of an individual training plan
- Assist in analyzing reports to ensure compliance of Head Start Performance Standards
- Attend Policy Council meetings and train as needed
- Assist with and monitor Program Information Report (PIR) for **Family Services and Health Services**
- Report attendance monthly to Head Start Director for entry into HSES
- Attend mandated trainings and meetings and seek out staff development opportunities
- Supervise and monitor Family Advocates in regards to children's folders, and family service plans as well as mandated duties in regards to their job description
- Work as a team member with all staff and maintain a positive work ethic
- Provide program data as required for auditing
- Attend center level parent meetings on a rotation basis to ensure they are effective and meeting the needs of program and the community as well as the families
- Familiarity with Community Action programs and community resources
- Capacity and empathy to work with a diverse population, low-income families and children including those with disabilities
- Ensures workspace is kept clean and organized
- ***Performs other duties as assigned to meet the needs of the organization***

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Qualifications/Requirements:

- Bachelor's degree in Social Work or related field
- Possession of a valid Tennessee Driver's License and maintain a vehicle liability insurance policy
- Ensure periodic physical examination and tuberculin test
- Incumbents are subject to a criminal background check and must pass pre-employment/random drug screenings
- Prefer bilingual (English/Spanish)

Knowledge and Skills:

- 4-5 years supervisory experience
- Proficient in written and verbal communication
- Experience in writing grants, proposals, reports, business letters, and memos
- Aptitude to work with community agencies
- Ability to focus on content areas and the management level issues
- Ability to exercise independent judgment to adapt or modify methods and standards to meet variations in assigned objectives
- Organizational, decision-making and multi-tasking skills
- At minimum, basic computer literacy
- Adheres to professional ethics and standards
- Interpersonal skills and the ability to work as both a team leader and member

Physical Requirements:

This position requires incumbent to walk, sit, use hands, and fingers to handle or feel objects, tools or controls; reach with hands and arms; and talk and hear. Daily required to stand, climb, balance and stoop, kneel, crouch or crawl. Incumbent is required to regularly lift and or move up to (50) fifty pounds. Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Travel up to 25-50%.

The required physical demands described above are not all inclusive in describing the demands that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description is not intended to be all-inclusive; employees may perform other related duties as negotiated to meet the need of the organizations.

Signature: _____ **Date:** _____