

## **Family Resource Center Job Description**

**Job Title:** FAMILY SERVICES WORKER (FSW)  
**Department:** Early Head Start - Child Care Partnership (EHS-CCP)  
**Reports To:** Program Supervisor EHS-CCP  
**FLSA Status:** Non-Exempt  
**Grade:** 4  
**Prepared By:** Human Resources  
**Date:** August 2024  
**Hourly Range:** \$19.75 to \$24.50

### **DEFINITION**

To perform a variety of outreach and casework tasks involving Head Start children and families, to develop and maintain relationships with families to ensure they receive comprehensive services including health and social services, disabilities, early childhood education and care services, to provide a range of parent development training opportunities; to conduct community outreach efforts to enroll children; to identify and develop relationships with community-based organizations that provide other needed services to families.

Receives general supervision from Program Supervisor EHS-CCP

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Develop and maintain meaningful, productive relationships with families.

Recruit and enroll families into the program; maintain enrollment throughout the program year through various recruitment strategies.

Conduct periodic home visits to assess family resources and needs; refer and link children and parents to needed services.

Work in collaboration with other program staff and specialists to monitor, track, and coordinate services for children and parents.

Assist parents with understanding and implementing the Family Partnership Agreement in order to encourage and promote their overall development, including achievement of self-sufficiency, as well as positive developmental outcomes for their children.

Collaborate with staff to facilitate children's transitions.

Assist with outreach to families and recruitment of infants and children with disabilities into the program.

Assist in planning parent activities, encourage parent participation in program activities, and obtain feedback from parents regarding the level of satisfaction with the services they receive.

Collaborate with Mental Health Specialist or refer to specific resource agencies to ensure behavioral health needs are addressed.

Ensure the health and nutrition needs of infants, children, and families are addressed.

In collaboration with the classroom teacher, implement protocols to follow up on absenteeism.

Maintain records and document services in a timely manner.

Enter service data into COPA and provide data to complete quarterly Self-Assessment reports to grantee.

Promote and maintain parent involvement and participation in program governance.

Develop relationships with other community-based service providers targeting the needs of families served.

Identify services currently available and those needed by families enrolled in the Head Start program.

**MINIMUM QUALIFICATIONS:**

Knowledge of:

- Community resources and capacity to develop community cooperation to ensure that families receive comprehensive services
- Current Head Start and CDE childcare and preschool guidelines, including the rules and regulations affecting the families served
- Head Start Performance Standards
- Resources / 2-1-1

Ability to:

- Interpersonal skills with an emphasis on tact, patience and courtesy.
- Work confidentially with discretion Standard office software including word processing, spreadsheet email and databases; Internet research
- Principles and practices of English grammar punctuation and spelling
- Principles and practices of oral communication and public speaking
- Outreach and enroll eligible families
- Establish supportive relationships with children and families from diverse backgrounds
- Work within an interdisciplinary team as a cooperative and supportive team member
- Communicate with parents in their primary language
- Travel within the community (i.e., parents' homes, community agencies, etc.)
- Modify work schedule to accommodate parent availability
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training Guidelines:

Education:

Associate Degree from an accredited college or university with major course work in Education or Early Childhood Education is preferred. Experience working with families in a social service may substitute for the education on a year for year basis.

Experience:

Three years working with children and families from culturally and linguistically diverse backgrounds is preferred. Spanish speaking preferred.

License or Certificate:

Family Development Credential or enroll in CDE program and complete by 18 months of date of hire. Some positions require travel and will require possession of, or ability to obtain, an appropriate, valid California driver's license

Special Requirements:

Must maintain valid First Aid and CPR certificate  
Subject to Livescan fingerprinting.

**JOB DESCRIPTION APPROVAL SIGNATURES:**

Chief Operations Officer: \_\_\_\_\_ Date: \_\_\_\_\_

Chief Executive Officer: \_\_\_\_\_ Date: \_\_\_\_\_

Director of Human Resources: \_\_\_\_\_ Date: \_\_\_\_\_