

ST. MARY'S COUNTY PUBLIC SCHOOLS  
EDUCATION SUPPORT PROFESSIONAL POSITION DESCRIPTION

HEAD START FAMILY SERVICE PROVIDER

POSITION: Head Start Family Service Provider

REPORTS TO: Coordinator of Head Start

LOCATION: Various Sites

**NATURE OF WORK:**

The Family Service Provider is responsible for case management, coordination of services, communication with families, home visits, tracking progress of clients, maintaining documentation and ensuring the participation of all partners. The Family Service Provider also has responsibility for the maintenance of data for evaluation purposes and tracking data documentation.

**ESSENTIAL FUNCTIONS:**

Ensure and document that family outreach is conducted: advise and assist families with access to services including monitoring and follow-up and coordinate and verify the collaboration of service partners.

**DUTIES AND RESPONSIBILITIES:**

- Perform family outreach by arranging for services, home visits, and follow-up;
- Advise families on services available to them through the Judy Center Program or community agencies and follow-up to ensure services are accessed;
- Ensure highly visibility, accessibility, and investment, on site daily;
- Develop strategies for increasing program visibility and expansion, including recruitment of families and new family service partners. Coordinate any service issues affecting the partners;
- Collaborate with the site coordinator, and partners for outreach activities;
- Maintain data base of all services provided and the key contact person compile and submit required reports to site coordinator;
- Plan and facilitate service coordination meetings among partners;
- Ensure that children's serious issues are brought to the attention of the Head Start Coordinator;
- Ensure appropriate coordination between families and service providers;
- Track home visits and telephone contacts, maintain written case management reports for Head Start evaluation purposes, and provide information to the site coordinator;
- Maintain data base of all services provided and the key contact person;
- Compile and submit required reports to site coordinator;
- Attend various activities and events and document Head Start family attendance;
- Obtain and distribute brochures of interest to parents, i.e. child care, health issues, developmental stages, etc.;
- Make recommendations and referrals to families regarding enrollment;
- Regularly attend and actively participate in regularly scheduled meetings between the Judy Center and Head Start;
- Provide home visits to each enrolled family at least 4 times per year; and
- Other duties as assigned.

**QUALIFICATIONS:**

- High School Diploma; additional course work or degree preferred;

- Excellent organizational and record keeping skills;
- Experience and effective management in coordinating services and collaborating with multiple agencies and service providers;
- Demonstrated ability to relate positively to colleagues, children, and families to establish and maintain trusting relationships;
- Demonstrated ability to maintain effective working relations with office staff, other school employees, officials, agencies, organizations, and the public;
- Preferred experience in working with families and/or parent training;
- Thorough working knowledge of current technology to include critical programs, data base, record keeping, office equipment, and software;
- Ability to work independently without supervision and to follow-up and follow through with tasks;
- Ability to maintain sensitive and confidential records, and prepare reports from such records;
- Ability to work under pressure and make decisions, in accordance with laws, ordinances, regulations, and established procedures;
- Ability to communicate effectively, both orally and in writing;
- Possess experience in Early Childhood Education or a related field; and
- Demonstrated knowledge of early childhood development and appropriate curriculum for children birth through age five.

**TERM OF EMPLOYMENT:**

Full-time twelve-month position

**SALARY GRADE RANGE:**

The salary for this position will be based on the EASMC-ESP salary schedule for twelve-month seven-hour employees – Range 22.

**BARGAINING UNIT ELIGIBILITY:** EASMC-ESP