



Inter-County Community Council Family Services Coordinator Position Description

Position Purpose

To provide support to the Family Advocate, Center, Combination and Home Based educators for referrals, training and education, parent recruitment, site visits and public relations. Coordinate, assist with referrals / treatment, and monitor Mental Health services for all participants. The following information is designed to outline the functions and position requirements of this job. It does not identify all tasks that may be expected, and does not address the performance standards that must be maintained.

Essential Job Responsibilities: Performance Indicators

Family Services Support

1. Contact service providers who work in the areas of abuse prevention, parenting education, and basic needs in an effort to enhance the services already provided on site.
2. Assist in recruitment, including presentation, public relations and public service announcements, distribution of program information.
3. Provide technical support in the area of parent involvement, family and community partnerships and fatherhood involvement on a program-wide level.
4. Organize and facilitate parent education classes, research and recruit new speakers and trainers for parent education topics.
5. Facilitate annual update of parent materials (parent handbook / directory, education materials, newsletter, etc.)
6. Promote family involvement in all aspects of the program.
7. Coordinate agendas/speakers/materials for monthly Home Based Staff days / trainings.
8. To maintain confidential child & parent files.

Content Area Administration & Staff Support

1. Assist staff with family advocacy, addressing signs of crisis and make referrals to appropriate services.
2. To co-coordinate / facilitate annual training on mandated reporting, Parent Family Community Engagement, professional boundaries / code of conduct / confidentiality.
3. To coordinate with staff and monitor / track Family Partnership Agreement forms, policies and procedures, and family events for families enrolled in center, combination and home based options.
4. Assist staff in conducting, as well as monitor / track Parent Meetings.
5. To schedule and facilitate ISS (Integrated Service Staffing) meetings, 3x per program year.
6. Support educators / Family Advocates in area of documentation and proper use of the ChildPlus software.
7. Organize and prioritize incoming referral and other communications.
8. Coordinate mental health observations / staff reflective practice sessions with MH consultants. Assist with referrals for mental health services / track treatment. Monitor all MH services, ensure data is entered into ChildPlus.
9. Attend community meetings related to program needs and advocate for Head Start families' needs.

Program Management

1. Participate in weekly management team meetings.
2. Ensure that information from your supervised staff and program area are shared with appropriate management staff for follow up.

3. Attend Policy Council meetings; to annually train PC members in your program area, to provide information on your program area of the Head Start Plan / Policies for review and approval, to work with PC to conduct annual self assessment.

Staff Trainings / Meetings, Community Collaboration, Misc.

1. Be familiar with, understand and follow the Federal Head Start Performance Standards.
2. Be familiar with, understand and follow the ICCC Personnel Policies and values.
3. Meet regularly with consultants and community collaborators to assure quality services. Engage parents in volunteering, community service, and other ways of contributing to program activities and services.
4. Attend meetings, staffing, trainings, and professional development activities as appropriate to maintain current credentials; maintain an annual record of trainings. Attend all in house staff training opportunities as assigned.
5. Participate in strategic planning, program self-assessment, and other efforts for program improvement.
6. Attend mid-year and annual performance evaluation and complete annual goal setting to improve job performance.

Minimum Requirements:

- Bachelor Degree in Human / Family Services, Education, Counseling, Psychology or related field required. Experience in early childhood / family related work and staff supervision preferred.
- Thorough knowledge of principles of social work, crisis intervention, counseling or psychology, typically gained through a minimum of one year experience through employment, practicum and/or volunteering.
- Flexible work schedule required, including evening and weekend hours as needed to provide services, training and assist staff as needed.
- Must have a valid MN Driver's License and proof of insurance.
- Prior to hire must pass a MN Background Study and approved by ICCC Head Start Policy Council.

Knowledge, Skills and Abilities:

- Ability to work in a professional manner with others in a team environment.
- Ability to utilize agency resources and technology to appropriately answer questions and provide guidance to staff and families.
- Ability to work independently and maintain professional boundaries and confidentiality.
- Ability to exercise tact and discretion in all employee interactions.
- Sustained concentration and attention to detail and accuracy. Ability to prioritize a complex work load.
- Excellent interpretation and problem solving skills.
- Strong working knowledge of office communications systems (e-mail, voicemail, computer systems).
- Excellent verbal and written communications skills, with emphasis in training skills.
- Physical abilities:
 - Frequent sitting for long periods of time using computer keyboard, telephone and other office machines
 - Occasional standing to file documents, make copies, faxing, etc.
 - Occasional lifting up to 50 lbs, stooping, bending, standing and reaching.
 - Occasional driving to various work sites, training, workshops, etc.

Position Information

- Full Time, Year Round
- Supervisor: Head Start Director
- Office Location: Oklee
- Working Hours: primarily 8:00 am – 4:30 pm, flexibility in scheduling as needed
- Salary Range: Grade 08
- Non-exempt