

**HEAD START/STATE PRESCHOOL  
FAMILY SERVICE WORKER**

**DEFINITION**

Under general supervision of the Head Start Director, supports in the eligibility, recruitment, selection, enrollment, and attendance (ERSEA) for children in preschool programs. The Family Service Worker provides social case management involving the assessment of individual client needs and the development and implementation of social service plan for every family, and linking the families to services in the areas of health, special needs, nutrition, social services, parent involvement and mental health based on family needs. This includes federal performance standards of the Head Start program are met related to medical, dental, and nutritional needs on students health appraisals; reviews child's health records and provides basic screenings to ensure that children are receiving all necessary services; assists in the care of ill or injured students. Be able to facilitate communication among related groups; and plan and meet with parents; and does other related work as required.

**ESSENTIAL DUTIES**

- Communicates to the preschool parents the Family Community Engagement goals and objectives, policies and procedures of the Family Partnership Agreements, and the nature of various social services that are available throughout the community.
- Conducts family assessments and family partnership agreements at least twice per year including referrals through: school site visits, written communication, telephone calls and office visits.
- Prepares information and resources for parents and assist with the gathering of resources to update the Family Resource handbook including health and nutrition related resources.
- Assist in collecting, tabulating, recording, and reviewing data collected from a variety of enrollment, social services, health and nutrition related documentation including but not limited to social service need assessments, correspondence and notices, physical and dental examinations and screenings, immunizations records, and heights/weights graphs.
- Participates in the determination, recruitment and registration efforts, including but not limited the pre-enrollment and full-enrollment processes, creating flyers and posters to announce Head Start/State Preschool registrations. Screening calls and appointment scheduling.
- Attends home visits and/or site visits as necessary to address late pick-ups/drop-offs, attendance, and to educate parents on topics including but not limited to child neglect for late pick-ups, attendance policies, and health requirements.
- May accompany the Social Service Facilitator and/or Head Start Teacher in home visitations to ensure appropriate safety procedures and assist in communication if necessary.
- Monitors classroom attendance as per funding contracts and agency's attendance policy by providing follow-up calls or home visits, if needed.
- Conducts health screenings, using related equipment, such as vision, hearing, height and weight within mandated timelines under the support of the Health Technician and/or Nurse Consultant and records results via data entry.
- Cares for ill or injured students and provides routine first aid and emergency treatment in accordance to the law.
- Assists with oral and written translation and interpretative services.
- Maintains up-to-date student health, nutrition, and records including services provided under social services as required within preschool guidelines including workshop events throughout the school year.
- Maintains data collection and input including tracking logs and physical files related to enrollment, family partnerships, health, and nutrition services.
- Actively participates in enrollment, social services, health and nutrition meetings and trainings for the preschool community, prepares packets of information for educational parent trainings, and attends community, district and program meetings/trainings.

## **FAMILY SERVICE WORKER**

### **ESSENTIAL DUTIES** (continued)

- Performs a variety of related clerical functions in support for the preschool parents in relationship to social services needs, health and nutritional needs including but not limited to preparing correspondence, ERSEA and health folders, filing, answering the telephone, returning telephone calls, appointment scheduling, and greeting parents.
- Attend Los Angeles County Office of Head Start trainings/meetings, as necessary.
- Performs other related duties within job description.

### **QUALIFICATIONS**

#### **Knowledge of:**

District, community, social services and other resources and organizations;

Multilingual and multicultural programs as required by the assignment;

Purpose, goals, and objectives of preschool programs; Appropriate program requirements

#### **Ability to**

1. Communicate effectively with parents, community and staff.
2. Understand and apply complex program guidelines and requirements.
3. Explain complex concepts and program requirements to others
4. Develop effective and cooperative working relationships with others.
5. Work independently with direction and supervision.
6. Exercise good judgment in solving problems.
7. Maintain case records and files and prepare reports.
8. Use computer equipment and software to accurately perform data input and produce assigned reports.
9. Work with conflicting goals and timelines.
10. Successfully pass and maintain a Certificate of Completion Audiometric Screening Training.
11. Successfully pass and maintain the Children's Vision Screener Certification
12. Speak and read Spanish, and serve as an appropriate English-speaking model as required by the assignment;
13. Understand and carry out oral and written directions;
14. Establish and maintain cooperative community relationships;
15. Use correct English usage, grammar, spelling, punctuation and vocabulary;
16. Basic software such as database or spreadsheet and record keeping;
17. Basic computer usage and/or functions.

### **PHYSICAL DEMANDS**

The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions.

Persons performing service in this position classification will exert 10 to 20 pounds of force frequently to lift, carry push, pull, or otherwise move objects. This type of work involves sitting some of the time, but will involve walking or standing for brief periods.

Perceiving the nature of sound, near and far vision, depth perception, providing oral information, having the manual dexterity to operate business related equipment, and handling and working with various materials and objects are important aspects of this job. There will also be exposure to communicable and infectious diseases that require universal caution.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

**FAMILY SERVICE WORKER**

**EXPERIENCE AND EDUCATION**

Education requirements are an Associates (AA) Degree in Social Science, Social Work, related degree and/or 60 units from a post secondary educational institute or concurrent enrollment in college courses to achieve degree within three years or holds a Family Service Credential. Employees working toward the A.A. must complete 3 semester units per semester totaling 6 semester units per school year. Progress will be documented on an educational plan. Three years of working at least 3-6 hours per day with instructional, social service or related programs with some experience working with the public, parents, or social service participants. Relevant clerical experience, experience working with programs or regulations demonstrating an ability to learn program requirements in a reasonable time frame may be qualifying.

**DESIRABLE**

Family Services Credential

**LICENSES OR OTHER REQUIREMENTS:**

Valid California Driver's License

First Aid and CPR Certification

Board Approved: 12/11/2014