

Community Outreach/Enrollment Manager

Job Description

Department: Parent, Family & Community Engagement
Reports To: PFCE Director
Salary Range: \$17.78 to \$18.81 starting wage depending on experience
FLSA Status: Non-Exempt – 40 hours per week

Denise Louie Education Center Background

Providing high quality early learning services and family support is critical to the success of our community. Children who do not have access to high quality early learning experiences are 25% more likely to drop out of school, 40% more likely to become a teen parent, 50% more likely to be placed in special education, and 70% more likely to be arrested for a violent crime.

Our children deserve better — and we cannot afford not to solve this problem. Investing in early learning now means we won't be paying nearly so much down the road for "safety net" and correctional services. Beyond budgets, Denise Louie kids deserve a chance at a quality education and opportunity to be successful. Children from low-income families deserve to grow up in the same high-quality learning environments you would choose for your own children. A Rice University study found that a child from a high-income family will experience 30 million more words within the first four years of life than a child from a low-income family. Denise Louie helps close the "opportunity gap" so that kids can enter kindergarten ready to be successful and their families have the tools to support them.

Essential Attributes

- Display excellent communication skills by articulating ideas and opinions in a clear, concise, and persuasive manner to families, children and staff. Is positive and open to receive and provide constructive feedback.
- Take ownership of assigned and self-identified job responsibilities with minimal oversight showing clear motivation. Takes the initiative to identify and address opportunities for professional development.
- Maintain positive, compassionate and respectful working relationships with families and employees from a diverse cultural background. Compassion to understand circumstances and situations of others.
- Demonstrated ability to be accountable in meeting deadlines, goals and program expectations. Ensuring follow-through and producing quality outcomes. Understanding impacts on co-workers and agency.
- Opportunity to take initiative for both individual and program goals. Excited to serve children and families and work towards closing the opportunity gap.
- Respectful and thoughtful in interactions with others and sees them as equals. Ability to be honest and ask questions. Sensitivity towards culturally appropriate/inappropriate behaviors. Belief in the importance of equality and willing to address intolerant situation and educate others.
- Demonstrated passion and dedication to the beliefs of social justice, early childhood education, and parent engagement. Wants to help empower individuals, families and the community.
- Proactive and committed to learning new things. Seeks out new opportunities to develop competency in job role including being informed of current/changing rules, regulations, laws, etc., and maintaining knowledge of the current field's trends and research information. Open to change, adjusting to individual situations and ability to work in an environment of growth.
- Ability to adjust communication styles in order to work with a diverse population of children and families.
- Ability to have respectful and balanced conversations, articulate ideas, and interpret what others are communicating.

Skills, Competencies, and Experience

- BA degree in social work, human development, communications, marketing or related field
- Bilingual in English and another language strongly preferred (Spanish, Cantonese, Mandarin, Somali, or Vietnamese)
- Prior experience in providing community outreach and family support services.
- Prior experience working with children 0-5 years old and their families.
- Valid Washington State Driver's License and daily access to a personal, legally licensed vehicle with proof of current automobile insurance.
- Ability to work flexible schedule, including evenings and weekends as required.
- Excellent skills in excel and data processing proficiencies including MS Word, Publisher, other applications.
- Knowledge of basic office equipment: copy, fax, voicemail, etc.
- Excellent oral and written communication skills.
- Those skills and abilities that meet generally accepted levels of management; including professionalism, monitoring, organization, analysis, and presentation.
- Able to speak before small and large groups: answer questions and give program information.
- Excellent organizational and time management skills.

Accountabilities

Outreach and Recruitment

Establish, implement, maintain and evaluate a process for:

- Establishing and maintaining working relationships with community agencies for referrals for potential children and their families.
- Creating an active, ongoing process to inform, recruit, support, and facilitate the DLEC enrollment process for children and their families in our community.
- Establish and implement an efficient process for the application, enrollment, placement, and orientation of children and parents into the program.
- Maintain full program enrollment by maintaining current waiting lists, analyzing attendance, and filling identified enrollment opportunities within 30 days.
- Developing and maintaining policies and procedures for recruitment, application, enrollment, placement, and orientation.
- Developing, implementing, and evaluating a work plan and timeline for the above.

Application, Registration, Placement, Withdrawal

Responsible for managing all applications for eligibility, file monitoring, registration, placement, attendance review, withdrawal procedures, and all corresponding follow-up. This includes:

- Development, printing, revision, and training on DLEC forms.
- Reviewing all applications for information which needs follow-up and following up on or assigning responsibility for following up on needed information.
- Verifying the eligibility of applicants; including income and age eligibility and signing "Eligibility Verification".
- Creating and maintaining a list of over income children/families. Ensuring over income children/families does not exceed 10% of funded enrollment.
- Establishing or assigning responsibility for children's files. Follow up or assigning responsibility for closing/completing eligibility files.
- Participate in placement of children into the classroom. Receive and track transfer requests between sites and classrooms.

- Monitoring child/family status, ensuring processes for and information concerning withdrawals are followed.
- Withdrawing children/families from the program according to procedures, relaying information to the appropriate staff and filling vacancies as per Head Start Performance Standards.
- Responsible for maintaining all information in COPA.
- Responsible for not violating the government regulations directly related to determining, verifying, and documenting eligibility determinations.

Information Collection and Reporting

Collect, input, and report information. This includes:

- Ensuring that all relevant child/family information is collected, accurate & consistent.
- Submitting accurate, detailed, timely, and professional reports as identified and requested. Providing report compilation and analysis as well as problem solving and solution based narratives.
- Establish and maintain all necessary documentation.
- Develop, maintain, and revise policies, procedures and work plans.
- Assist in the gathering and submitting of information needed to complete the yearly audit and other DLEC reports

Private Pay Caseload

- Perform registration & orientation for all private pay families.
- Collect & organize all documents & maintain each families' master file.
- Collect & track dental and medical records.
- Input and maintain all information in the required systems.

Parent Engagement

Responsible with staff for the involvement of parents/guardians/community members in the joint governance of DLEC. This includes establishing, organizing, implementing, evaluating and maintaining a processes for:

- Policy Council annual membership and other DLEC representation.
- Policies, procedures and work plans as they relate to program/parent governance.
- Parent Meetings, Parent Trainings & Special Events.

Additional Duties

- Assist staff with children screenings (height, weight, etc.).
- Work as part of the Parent, Family & Community staff team which includes demonstrated use of generally accepted levels of management.
- Present DLEC at job related conferences and outside meetings.
- Other duties as assigned.

Please submit all required documentation by Wednesday, March 9, 2016. To Apply: Please fill out an [employment application](#) online and submit with a cover letter and resume to jobs@deniselouie.org and/or by mail/fax to: Denise Louie Education Center, 1930 6th Avenue S., Suite 401, Seattle, WA 98134 or fax: 206-260-8853. The employment application can be accessed by clicking on the link above or by visiting our website at <http://deniselouie.org/careers/current-openings/>.