

## Family Service Specialist / Site Manager

International District Early Learning Center

### Job Description

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Department:	Parent, Family & Community Engagement
Reports To:	Birth to Five Director
FLSA Status:	Non Exempt – Full Time
Pay Rate:	40 hours per week; \$17.63 - \$18.88 p/h – DOE

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### 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.

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### Essential Attributes

- Display excellent communication skills by articulating ideas and opinions in a clear, concise, and persuasive manner to families, children and staff. Be positive, open to receive and provide constructive feedback.
- Demonstrate adaptability by embracing change as an opportunity for improvement, not as a barrier. Be flexible, open to new working methods and is taking continuous initiatives to adapt to Denise Louie's fast-paced environment.
- 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.
- Demonstrate accountability by taking on and meeting commitments even when faced with obstacles and challenges. The individual is reliable, meeting both individual and agency goals on time.
- Display respect by communicating with staff, families and the community with openness, honesty, and sensitivity. Demonstrates the ability to listen to other perspectives and support children on their individual growth plans.
- Demonstrate a passion for the community served, and the mission and values of Denise Louie. The individual will work with heart and dedication to support the families, allowing children to grow and reach their highest potential.
- Proactively seek new opportunities to learn and develop new skill-sets in response to a changing environment. Committed to learn new things and becoming knowledgeable in the field to meet the needs of families and children.

## Skills, Competencies, and Experience

- AA or BA Degree from an accredited university/college.
  - Bilingual in a language spoken by DLEC parents; Chinese and/or Vietnamese preferred.
  - Prior experience in providing family support services or related field
  - Valid Washington State driver's license and daily access to a personal, legally licensed vehicle with proof of current automobile insurance or access to reliable source of transportation.
  - Ability to work flexible schedule, including evenings and weekends as required.
  - Computer proficiency and knowledge of basic office equipment
  - Excellent oral and written communication skills.
  - Excellent organizational and time management skills.
  - Knowledgeable of community resources available to low income and English as a second language adults.
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## Accountabilities

### Registration and Orientation

- Assist with outreach and recruitment, specifically translation.
- Complete re-registration and orientation for caseload.
- Complete new student registration and orientation as needed.
- Create master & virtual files as needed.
- Copy forms for education staff as needed.
- Disseminate updated parent/family information when received to appropriate staff.
- Close files as needed and at end of program year.

### COPA/Reporting:

- Documentation of communications with families that include information on efforts to address identified issues and/or concerns.
- Documentation to include health screening data and follow-up, progress on family partnership agreement, contact with families.
- Monthly report to supervisor on contact and celebrations; parent successes and challenges.

### Health and Nutrition

- Provide parent health information via "Health Curriculum Checklist".
- Provide information and resources to parents; refer as needed.
- Assist with first screenings & re-screens; send information to parents & refer as needed; document in COPA (all children included in the first screenings).
- Assist second screenings & re-screens; send information to parents & refer as needed; document in COPA (only Head Start children).
- Assist with dental screenings; send information to parents and refer as needed; document in COPA twice a year.

### Caseload/Family Partnership Agreements:

- Establish a family partnership agreement with Head Start families within the first 90 days of the child's first day of school and monitor progress.
- Provide on-going support and assistance for parents/families, including referrals for families for services, follow-up & document in COPA.
- Minimum of two (2) contacts per month for Head Start families;
- Participate in other family reviews as needed.
- Participate in twice yearly staffings; include education supervisors, teachers and health coordinator.

- Facilitate Kindergarten registration to ensure each child is registered for public school.
- Complete family assessment survey 2X per year.
- Assist parents in understanding DLEC information, other information in first language as feasible.
- Remind/encourage parent participation on Policy Council, HSAC, and other engagement opportunities.
- Encourage family participation in the program.

#### Parent, Family & Community Engagement (PFCE) Meetings, Trainings and Events:

- Attend PFCE pre-service and in-service trainings (July and August).
- Attend DLEC pre-service training (September); attend All-Staff Meetings – 4X per year.
- Attend PFCE staff meeting – 1X per month; attend PFCE staff training – every other month.
- Attend at least one of the Health Safety Advisory Committee Meeting and bring a parent.
- Attend at least one Parent/Teacher Conference or a home visit for every Head Start child on caseload.
- Collaborate with the education team to host parent engagement events (i.e.: kindergarten, health, nutrition and safety, parenting).
- Coordinate with the education staff in planning one center meeting for each classroom, over two weeks, in the evening or designated time.
- Coordinate with the education specialist, program assistant and finance to conduct voucher follow-up, including payment of co-pay.

#### Site Management:

- Provide site & facility support during service hours.
- Monitor entry (open/close door), ensure visitor sign-in.
- Answer phone, direct calls, take messages, and provide program information.
- Provide emergency support for site/classroom.
- Communicate site concerns and/or repairs needed to the Birth to Five Director.
- Organize and facilitate weekly site meetings.
- Monitor and order education and site supplies, as needed, with supervisor approval.

#### Program Management:

- Receive orders, check for accuracy, and send invoices to proper finance and administrative staff.
- Receive and disseminate mail, both USPS and interoffice.
- Assist with breakfast delivery for the next day & afternoon snack dishes.

#### Other:

- Provide translation, verbal and written as needed: i.e. forms, parent handbook.
- Assist (when needed) in the disability referral by completing forms, providing translation, attending evaluations and IEP meetings.
- Assist (when needed) with attendance follow-up in the event of chronic absences.
- Assist with updating and maintenance of PFCE resource files.
- Participate in organizational self-assessment.
- Volunteer to participate in Denise Louie Education events (e.g. staff meetings).
- Identify/attend meetings/conferences etc. that relate to job and professional development.
- Other duties as assigned.