

Family Service and Enrollment Specialist

Job Description

Department:	Parent, Family & Community Engagement
Reports To:	Outreach and Enrollment Director
FLSA Status:	Non Exempt – Full Time
Pay Rate:	40 hours per week; \$19.97-\$21.94 p/h – DOE

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. 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

- A.A. or B.A. in Social Work, Sociology or related field; or, at a minimum, a credential or certification in social work, human services, family services, counseling or a related field within 18 months of hire.
 - Bilingual in a language spoken by DLEC parents; Amharic, Chinese, Vietnamese, Somali or Tigrinya strongly 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

Outreach, Recruitment, Registration and Orientation

Establish and maintain working relationships with community agencies for referrals and resources for potential children and their families by:

- Actively recruit, support, and facilitate the DLEC enrollment, placement and orientation process for children and their families.
- Complete re-registration and orientation for caseload.
- Complete new student registration and orientation as needed.
- Create, maintain & update 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.
- Assisting with maintain full program enrollment and current waiting lists, analyzing attendance, and filling identified enrollment opportunities within 30 days.
- Implementing 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 assisting with 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.

- Following up with families with attendance issues
- 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 Program Data System.
- Responsible for not violating the government regulations directly related to determining, verifying, and documenting eligibility determinations.

Data Base Management/Reporting:

- Documentation of communications with families that include information on efforts to address identified issues and/or concerns in data base.
- Documentation to include referrals, follow-up, progress on family partnership agreement, contact with families in data base.
- Monthly report to supervisor on contact and celebrations; parent successes and challenges. Due by 30th of each month.

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; coordinate with the classroom team on sending screening information to parents & referrals as needed; document in the data base management system (all children included in the first screenings).
- Assist second screenings & re-screens; coordinate with classroom team on send information to parents & referrals as needed; document in the data base management system (only Head Start children).
- Assist with dental screenings; coordinate with classroom team on send information to parents and refer as needed; document in the data base management system 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 the data base management system.
- Minimum of two (2) contacts per month for Head Start families;
- Participate in other family reviews as needed.
- Participate in twice yearly staffing: 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 Preschool pre-service and in-service trainings (July and August).
- Attend DLEC pre-service training (September); attend All-Staff Meetings – 4X per year.
- Attend ERSEA/Family Service team meeting – 1X per month; attend staff trainings.
- 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 training and engagement events (i.e.: HCI, 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 Enrollment Coordinator, program assistant and finance to conduct voucher follow-up and payment of co-pay.
- Participate in supervision meetings and goal setting.

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.

To apply for the position, please send a cover letter and resume to job@deniselouie.org.