



Family Service Specialist

Job Description

Program:	Enrollment and Family Service
Reports To:	Enrollment and Family Service Director
Location:	Various Sites
FLSA Status:	Non-Exempt
Position Status:	Regular / Full Time

Position Summary

- The **Family Service Specialist** provides ongoing support and assistance to eligible families enrolled in DLEC programs, including assisting families in achieving family identified goals, referrals for services, providing resources and monitoring case files.

Essential Functions

- Establish and maintain working relationships with community agencies for referrals and resources for potential children and their families.
- Implement policies, procedures and work plans for recruitment, application, enrollment, placement, and orientation.
- Assist with applications for eligibility, file monitoring, registration, placement, attendance review, and all corresponding follow-up.
- Withdraw children/families from the program as necessary according to procedures, relaying information to the appropriate staff and filling vacancies as per Head Start Performance Standards.
- Accurately maintain database with record of family communication, referrals, follow-ups, and progress on family partnership agreements.
- Prepare and supply report to supervisor on contact and celebrations; parent successes and challenges.
- Assist with health and dental screenings; coordinate with the classroom team on sending screening information to parents & referrals as needed; document in the data base management system.
- Establish a family partnership agreement with each Head Start family 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 services, follow-up & documentation in the database, and education on DLEC programs.
- Facilitate Kindergarten registration to ensure each child is registered for public school.
- Complete regular family assessment surveys.
- Remind/encourage parent participation on Policy Council, HSAC, and other engagement opportunities.
- Attend Parent, Family & Community Engagement (PFCE) meetings, trainings and events as required.
- Collaborate with the education team to host parent training and engagement events (i.e.: HCI, kindergarten, health, nutrition and safety, parenting).
- Coordinate with Enrollment Coordinator, Program Assistant and Finance to conduct voucher follow-up and payment of co-pays.

Additional Responsibilities

- Identify/attend meetings/conferences etc. that relate to job and professional development.



- Provide translation, verbal and written as needed on forms, parent handbook, etc.
- Assist (when needed) in the disability referral by completing forms, providing translation, attending evaluations and IEP meetings.
- Assist with updating and maintenance of PFCE resource files.

Note: The job duties listed here are not intended to be an exhaustive list. Incumbent may be required to perform other duties in order to meet the needs of DLEC.

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; Chinese, Vietnamese or African language 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 about community resources available to low income and English as a second language adults.

Physical Demands and Working Conditions

Physical Demands: To perform the job the employee is frequently required to talk, hear, stand, walk, stoop, and balance, kneel, crouch, reach with hands and arms. The incumbent will be required to carry materials weighing up to 40 lbs. on frequent basis, on an occasional basis lifting up to 50 lbs.

Working Conditions: The work is typically performed in an early childhood school environment, with moderate to loud noise level.

The physical demands described here must be met by an employee to successfully perform the essential functions of this job. The working conditions are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.