



Family Service Supervisor

Job Description

Program:	Enrollment and Family Service
Reports To:	Enrollment and Family Service Director
Location:	Beacon Hill
FLSA Status:	Exempt
Position Status:	Regular / Full Time

Position Summary

- The **Family Service Supervisor** oversees the Family Service Specialist, who help recruit and enroll eligible families into DLEC programs and provides ongoing support and assistance to families. The Supervisor ensures successful operation of their team, facilitates events and trainings, and ensures compliance with Head Start Performance Standards, DLEC policies and all other rules and regulations.

Essential Functions

- Establish and maintain working relationships with community agencies for referrals and resources for potential children and their families.
- Actively recruit, support, and facilitate the DLEC enrollment process for children and their families.
- Complete registration and orientation for caseload as needed to support family service/ERSEA.
- Monitor and maintain master and virtual files. Review closed files as needed and at end of program year.
- Monitor Family Service Specialist's documentation of communications with families, issue resolution, family needs, referrals, and progress on family partnership agreements.
- Review monthly program information report and parent reports to ensure accuracy of data and timely completion.
- Coordinate pre-service and in-service trainings, team meetings and staff trainings.
- Ensure attendance of Family Service Specialist at Health Safety Advisory Committee Meetings.
- Collaborate with the education team to plan parent training and engagement and classroom center meetings
- Ensure compliance with Head Start Performance Standards, Denise Louie Education Center policies and procedures and all other applicable federal, state, local and licensing rules and regulations.
- Ensure all required staff certifications, documentation, etc. are current and valid.
- Model professional conduct and best practices for home visiting, parent trainings, and other advanced family support skills.
- Provide training, support and resources for Family Service Specialists and other direct reports to enable them to be successful in their positions. Develop and monitor professional development plans and encourage external training as needed.

Additional Responsibilities

- Identify/attend meetings/conferences etc. that relate to job and professional development.
- 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.
- Work with education team to coordinate follow-up of payments from families.
- Coordinate Parent Committee Meetings and Policy Council Meetings.

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

- Bachelor's degree in Social Work, Human Services, or related field.
- 2 years supervisory experience with demonstrated leadership/mentoring experience.
- 2 years' experience in providing family support services for Head Start programs.
- Experience with team collaboration to orchestrate community, classroom and parent events.
- Bilingual in English and another language (Spanish, Cantonese, Mandarin, Somali, or Vietnamese) preferred
- 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 schedules, including evenings and weekends as required.
- Computer proficiency and knowledge of basic office equipment.
- Experience in tracking and aggregating data.
- 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.

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. Frequent travel to other site locations is needed.

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.