

# Maui Economic Opportunity, Inc.

## Job Description

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**Job Title:** Head Start Family Services Manager  
**Department:** Early Childhood Services  
**Reports To:** Assistant Director  
**FLSA Status:** Exempt  
**Prepared Date:** July 2001  
**Updated:** May 2021  
**Pay Grade:** HSS-5

### **SUMMARY:**

Coordinate family services and engagement activities that promote family well-being and promote children's learning and development. Provides and has oversight of family case management services for Head Start enrolled families. Implements, monitors, and delivers the family and community engagement component of Head Start according to the Performance Standards. Assists to facilitate governance connected to parent committees and monthly center meetings.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Prepares policies and procedures for Head Start performance standards listed in 1302 – Subpart E: Family and Community Engagement Program Services; conduct annual review and revisions as needed.
- Plans, coordinates, and manages the family case management program for enrolled Head Start families.
- Provides case management for families and has oversight of family case management with case load monitoring for efficient service delivery.
- Monitors individual Family Partnership Agreement Plans (FPAP) with case managers, ensuring all parents requesting services receive assistance.
- Collaborates with community agencies to meet assigned communities needs and attain established outcomes.
- Assists ERSEA Manager with the coordination of newly enrolled children and families, or with any status updates during the program year.
- Coordinates and monitors home visits and timely follow up with Family Case Managers and center staff to address children who are considered to have irregular attendance in accordance with Head Start Performance Standards.
- Promote, coordinate, and facilitate program events that foster family engagement activities.
- Coordinate and distribute annual family surveys for continuous program improvement efforts, and compiles results for review and collaborative action with program Management Team.
- Coordinate parent training based on Head Start Performance Standards requirements and on parent's stated interests.
- Coordinate and assist to implement the selected parent curriculum with enrolled families.
- Document volunteer services, track hours and in-kind service and inputs information into the Child Plus program.
- Coordinates and assists with scheduled parent workdays at Head Start centers.
- Work with local human services professionals, Head Start Managers, and community service providers to ensure that services for families are available and accessible as relating to personal and/or family adjustments, financial trauma, substance abuse, lack of employment, food, clothing, housing, and physical and/or mental impairments.
- Plan, administer, perform, and deliver outreach and referral services to Head Start families in compliance with local, regional and federal (Head Start Performance Standards) guidelines.

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- Assist with a recruitment of Head Start children.
- Coordinate and attend Parent Committee and Policy Council meetings, as scheduled.
- Provide staff training on methods of supporting Family Engagement to promote participation in classroom as volunteers and in program events such as Parent Committee meeting.
- Promote and assist to coordinate monthly meetings with center staff to maintain communication regarding enrolled families.
- Assist with governance responsibilities including Head Start By-Laws annual review, and training for representatives and officers in both Policy Council and Center Parent Committee.
- Promote Family Engagement by supporting program activities focused on building respectful and trusting relationships with children's parents/guardians.
- Continue professional growth by attending workshops and training designed for early childhood and Head Start.
- Maintain a high level of customer service ensuring that client's needs are met.
- Report all incidents and/or occurrences of child abuse or suspected child abuse to Head Start Director and Child Welfare Services (CWS) immediately.
- Regular attendance.

### **NONESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Perform other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES:**

- Directly supervises the Family Case Managers on Maui and Molokai.
- Carries out supervisory responsibilities in accordance with the agency's policies and applicable laws.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to promote, support and organize active family involvement in all program areas.
- Working knowledge of special needs programs, and existing and available resources.
- Ability to train, direct, instruct, motivate others.
- Understands the assigned community area and the causes and effects of poverty as they apply to early growth and family relations.
- General understanding of community history, traditions and beliefs.
- Understands and relates to diverse cultural backgrounds and various social and economic levels.
- Desire to help others who are less fortunate.
- Cooperative, polite, and team player.
- Ability to manage many projects at a given time, prioritize workload and meet deadlines.
- Organized, tasks and detail oriented.
- Maintains a high level of confidentiality concerning information about children, families and staff.
- Excellent interpersonal skills, which include, verbal, written and listening.

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- Working knowledge of basic computer applications including desktop applications and data entry.
- Ability to use standard business machines.
- Ability to work varied shifts, which may include, nights and weekends.
- Ability to travel off island on occasion.

### **EDUCATION and/or EXPERIENCE:**

- Bachelor's degree from a four-year College or university in Human Services, Family Services, Social Services or related field. Previous experience in related field preferred.

### **LANGUAGE SKILLS:**

- Ability to read and comprehend Head Start Performance Standards, Family Partnership Agreements, instructions, correspondence, and memos.
- Ability to write memos and correspondence.
- Ability to effectively present information in one-on-one and small group situations to co-workers and program participants.
- Bilingual preferred.

### **MATHEMATICAL SKILLS:**

- Ability to add, subtract, multiply, and divide using whole numbers.

### **REASONING ABILITY:**

- Ability to apply sound judgment to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to interact, relate, and have compassion for persons with mental and/or physical disabilities and those who are less fortunate.
- Ability to relate and interact with children and their families.
- Ability to maintain composure in demanding or hostile situations.
- Ability to perform well under pressure.

### **CERTIFICATES, LICENSES, REGISTRATIONS:**

- Valid driver's license and access to an insured vehicle.
- CPR/First Aid Certification

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is:

- Frequently required to stand; walk; sit; use hands to finger, handle, or feel; and talk or hear.
- Occasionally required to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell.
- Regularly lifts and/or moves up to 20 pounds and occasionally lifts and/or moves up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

### **WORK ENVIRONMENT:**

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The work environment characteristics described here 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. While performing the duties of this job, the employee is:

- Frequently exposed to outside weather conditions.
- Occasionally exposed to moving mechanical parts, fumes or airborne particles, and vibration.
- The noise level in the work environment is usually moderate.