

Maui Economic Opportunity, Inc.

Job Description



Job Title: Head Start Family Case Manager II
Department: Early Childhood Services
Reports To: Family Services Manager
FLSA Status: Non-exempt
Prepared Date: July 2001
Updated: April 2026
Pay Grade: HSS-2

SUMMARY:

Works independently while performing comprehensive case management and family engagement services for families in accordance with Head Start Performance Standards. Advises and assists individuals and families with a variety of issues and/or challenges identified through the Family Partnership and Agreement Plan (FPAP), while supporting family well-being and promoting children's learning and development.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform duties in accordance with Head Start Performance Standards relating to Subpart E – Family and Community Engagement Program Services.
- Work in partnership with parent(s) to complete a needs assessment, collaborate on a service plan, and develop a Family Partnership Agreement Plan (FPAP).
- Review and updates FPAP in a timely manner to determine quantity and quality of services provided to the client and status of client's case.
- Identify and assist with challenges, which result in personal and/or family adjustments, financial trauma, substance abuse, lack of employment, food, clothing, housing, and physical and/or mental impairments.
- Secure information such as medical, psychological, economical, and social factors contributing to client's situation, and evaluate these and client's capacities.
- Monitor and follows-up on weekly attendance of all children in assigned centers, assisting families to identify and/or remove barriers that hinder regular attendance.
- Work with the Family Services Manager, local human services professionals, Head Start Managers, and service providers to ensure that services for families are available and accessible.
- Maintain agency linkages, and coordinates support services to include, but not limited to, transportation, childcare, financial assistance, housing, employment training, etc.
- Provide extensive referral services to community resources and other pertinent organizations in a timely manner to ensure resources are received by enrolled families.
- Review and update new resources annually to provide families with current and accurate material.
- Conduct visits to assigned centers a minimum of three times per month to meet face to face with families and to check in with teaching staff regarding family needs.
- Assist with scheduled parent workdays at Head Start centers.
- Promote Family Engagement by supporting program activities focused on building respectful and trusting relationships with children's parents/guardians.
- Coordinate parent committee meetings with lead teachers at assigned centers and attends to assist with facilitation of scheduled meetings.
- Assist to coordinate scheduled training at parent committee meetings based on family interest survey or as identified by Family Services Manager.
- Assist to implement the selected parent curriculum with enrolled families.
- Tracks monthly parent volunteer hours per assigned centers.

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- Keeps ERSEA and Family Services Manager on the Head Start child's status and to gather and/or communicate family participant information.
- Meet once per month with teaching staff to maintain updated information regarding children and families.
- Prepare case notes using the Child Plus data management system in a timely manner and maintains accurate records of services and referrals provided to families.
- Assist families with the completion of Head Start applications, conducts screening and inputs information into the Child Plus system.
- Collect data, prepare, and submits correspondence and reports as assigned.
- Report all incidents and/or occurrences of child abuse or suspected child abuse to direct supervisor, Head Start Director or designee, and Child Welfare Services (CWS) immediately.
- Maintain a high level of confidentiality concerning information about children, families, and staff.
- Show respect for different families' circumstances and create opportunities for families to consider their aspirations for their children and themselves.
- Demonstrate respectful interest in learning about each family's values, beliefs, faith traditions, cultural influences, family structures, and circumstances.
- Assist to identify families' awareness to accessible protective factors/strengths as resources to overcome challenges.
- Promote and respect the unique identity of each child and family and refrain from stereotyping based on gender, race, ethnicity, culture, religion, or disability.
- Maintain a high level of customer service ensuring that client's needs are met.
- Continue professional growth by attending pre-approved workshops and trainings designed for Head Start, and/or attends classes to increase knowledge and for career advancement as approved.
- Assist with annual community assessment data collection and evaluation.
- Understand, follow, and support all safety policies and programs.
- Assist with meal pick-up and classroom assistance as needed.
- Assist with recruitment of children and families in the designated community locations.
- Assist ERSEA Manager with the coordination of newly enrolled children and families, or with any status updates during the program year.
- Regular attendance.

NONESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- None

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.

- Knowledge and understanding of human services program management, including program planning, special needs programs, and utilizing community resources.
- Ability to establish and maintain relationships with Head Start families and their children.

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- 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.
- Excellent interpersonal skills which include, verbal, written, and listening.
- Desire and commitment to help others.
- Cooperative and polite team player.
- Organized, detail and tasks oriented.
- Ability to manage many projects at a given time and meet deadlines and prioritize workload.
- Working knowledge of computer applications including desktop applications and data entry.
- Ability to use standard office machines.
- Ability to work flexible days and hours which may include evenings and weekends.
- Ability to travel off island on occasion.

EDUCATION and/or EXPERIENCE:

- Associate's degree or equivalent from two-year College or technical school in a social work, family services, counseling or a related field. OR Equivalent combination of High school diploma or general education degree (GED) and four (4) years related experience and/or training working with disadvantaged families, or working in a Head Start center or similar type of program. Must obtain within 18 months of hire, at a minimum, a credential or certification in social work, human services, family services, counseling or a related field.

LANGUAGE SKILLS:

- Ability to read and interpret documents such as Head Start Performance Standards, Parent Handbook, etc.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of parents, co-workers, community partners, children, and employees.
- Bilingual preferred.

MATHEMATICAL SKILLS:

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

REASONING ABILITY:

- Ability to apply reasonable understanding to carry out detailed but uninvolved written or oral instructions.
- 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 handle and keep composure in hostile or demanding situations.
- Performs well under pressure.

CERTIFICATES, LICENSES, REGISTRATIONS:

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

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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:

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.
- Employee is occasionally exposed to moving mechanical parts, fumes or airborne particles, and vibration.
- The noise level in the work environment is usually moderate.