



JOB DESCRIPTION

DESCRIPTOR	RESPONSE	DESCRIPTOR	RESPONSE
POSITION TITLE	Family Service Worker II	POSITION CODE	78
CLASSIFICATION LEVEL		EEO – 6 CATEGORY	21-1021
PAY GRADE LEVEL	G 7	PROVISIONAL PERIOD	3-Months
FLSA STATUS	Non-Exempt	ASSIGNMENT CATEGORY	Full-Time
DIVISION/DEPARTMENT	Child Development & Family Services	LOCATION	Polk and St. Lucie County

SUMMARY:

The Head Start/Early Head Start Family Services Worker reports to the Child Development Services Manager in the maintenance of a cumulative file that documents services delivery in the areas of health (medical, dental), mental health, disabilities, family partnerships, and nutrition.

Work involves acting as the lead Family Services Worker; as needed with case management and handling of the more difficult cases. Work is performed under the supervision of the Child Development Services Manager and is reviewed through monitoring, conference, reports and results obtained.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Include the following:

- Build nurturing relationships with families to identify barriers to self-sufficiency, establish goals for independence from public assistance, facilitate mobilization and serve as a source of support.
- Under the direction of the Child Development Services Manager, collect data to identify family's strengths, weaknesses and stages of development.
- Responsible for recruitment, enrollment and attendance.
- Work cooperatively with Family Support Services/Service Area Managers/Specialists to develop and maintain case management; identify unmet community needs and assists in mobilizing resources to meet those needs.
- Provide intake services for children for Head Start/Early Head Start Centers within the target community.
- Interviews selected families to obtain pertinent data; i.e., family history, health, mental health, developmental, nutritional, parent interest and submits to the Child Development Services Manager for review and forward for input into the agency's Management Information System.
- Provides orientation for parents on the agency and the Head Start/Early Head Start program and other available community resources.



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ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintains cumulative file on all assigned families in accordance with program's established record keeping system including: (a) emergency or crisis assistance; (b) education and other appropriate interventions; and (c) opportunities for continuing education, employment training, and other employment services through formal networks in the community.
- Implement strategies to provide parents with continual access, either directly or through referrals, services and resources that are responsive to each family's interests and goals.
- Refers clients to other organizations to obtain needed resources to meet the needs of families.
- Provide access for the delivery of prenatal and postpartum care services for pregnant women to include but not limited to: (a) early and continuous risk assessments and (b) mental health interventions and follow-up.
- Monitors attendance, secure referrals, provide follow-up to identify social service needs of children and families.
- Assists in disseminating information to area residents regarding ALPI program activities, organizing residents around basic issues and encouraging citizen participation.
- Assist in getting parents at Parent Meetings, workshops, training and conferences.
- Provides supportive services to parents, i.e., transportation, babysitting, making and accompanying children and parents to appointments.
- Maintains and follows program confidentiality policies concerning information about children, families, and other staff members.
- Participates in on-ongoing pre-service and in-service training, agency events, workshops and educational classes for personal development, as assigned or requested.
- Attends and participates in staff/department meetings when required.
- Assist with loading and unloading of children from buses.
- Reports suspected child abuse and neglect situations.
- Covers the front desk/office as needed.
- Assists in garnering in-kind contributions.
- Performs other related duties as assigned.

SUPERVISORY RESPONSIBILITIES:

None



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QUALIFICATION REQUIREMENTS:

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 the individuals with disabilities to perform the essential functions.

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

EDUCATION AND/OR EXPERIENCE:

Associates degree and two (2) years casework or social work experience or high school diploma and 6 years experience in social services related field and documentation of ability to work effectively with others. Bilingual preferred.

REASONING ABILITY:

Ability to apply commonsense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid Florida Driver License

Social Service Competency based training Certificate

OTHER SKILLS and ABILITIES:

Must demonstrate basic computer skills in word processing and database management.

Considerable knowledge of the economic, social and cultural needs/differences of the targeted population.

Ability to meet new people and build new relationships.

Ability to act in a non-judgmental manner, be nurturing and trusting of others.

Considerable knowledge of principles, methods and practices of interpersonal relations and family dynamics.

Ability to gain and retain confidence and cooperation of families.

Ability to act in a timely manner in response to family needs.

Ability to establish and maintain effective working relationships with a wide range of individuals, groups and interests



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PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand, walk, sit, reach with hands and arms, and taste or smell.

The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and depth perception.

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 the individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in high precarious places and is occasionally exposed to wet and/or humid conditions, risk of electrical shock, and vibration.

The noise level in the work environment is usually moderate.

APPROVED BY: (Name/Title)	Deloris Johnson, Chief Executive Officer
DATE APPROVED:	July 1, 2017
DATE REVIEWED/REVISED:	July 1, 2017

CONFIRMATION OF RECEIPT:

Signature _____

Date _____