Position: Family Services Assistant  
Hours: As Assigned  
Location: As Assigned  
Status: Non- Exempt  
Supervisor: Family Services Manager

Position Summary
Provide overall clerical and administrative support to the Family Services Manager and Family Services Department, in order to ensure the integrity of Family Services data and file management.

Essential Qualifications
Minimum qualifications are High School Diploma or GED and 1-year experience in office setting including experience in data entry or other relevant experience. Preferred qualifications is an Associate’s Degree in Business Administration, Human Services or related field and 3 years’ experience in an office setting. Must demonstrate high levels of accuracy, excellent organizational, oral and written communication skills and demonstrate competence with Word, Excel and Internet Explorer, including email, word processing, and data entry tracking.

Essential Responsibilities
Provide overall administrative and clerical support to the Family Services Manager and Family Services department, including:

- Work closely with interfacing departments to ensure appropriate coordination of healthcare services from the time of enrollment.
- Run and monitor Monthly Health Summary report.
- Create and maintain Monthly Health Summary Spreadsheet for enrolled children as assigned.
- Obtain needed health information within prescribed timelines, as defined by Federal and State Regulations and HS & ELP procedures.
- Follow up with families, physicians and others as needed to obtain health information.
- Assist in maintaining family files to ensure the completeness and accuracy of these files as assigned.
- Assist the Family Services Manager in organizing projects and events, create and distribute minutes as required.
- Must become proficient in using the database, PROMIS, for job related data entry.
- Must become knowledgeable of Head Start Performance Standards and other relevant program administrative requirements.
- Must be able to follow direction as well as work independently and as part of a team, manage multiple tasks, meet deadlines in a fast paced environment.
- Must display cultural competence and be sensitive to the needs of families with lower incomes.
- Must adhere to all Agency and Program Standards of Conduct.
- Must be able to travel to multiple sites, produce evidence of a good driving record, and be able to be covered under Community Action’s non- owned and hired vehicle policy.

Physical Demands and Work Environment
The physical demands and work environment described below 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.

The employee is frequently required to sit, stand, walk, talk, use a keyboard and climb stairs. The employee must occasionally lift and/or move up to 20 pounds.

The employee will spend time in an office space. The noise level in the office is usually quiet. This list of responsibilities is not meant to be all inclusive and may be adjusted to meet the operational needs of the agency.

Employment is contingent upon the following: a satisfactory Background Record Check (BRC) which includes Criminal Offender Record (C.O.R.I.), Department of Children and Families (DCF) background check and effective September 1, 2013, a Sex Offender Registry Information (SORI) and fingerprinting-based national and state criminal history check. BRC and fingerprinting-based national and state criminal history check is to be completed every three years. In addition, employment is contingent on evidence of physical exam within the past year, plus verification of MMRs. Documentation of subsequent physical exams must be submitted exam every 2 years.

3/1/17