Head Start & Early Learning Programs
Job Description

Position: Family Services Supervisor
Hours per week: Full Time
Site: As Assigned
Supervisor: Family Services Manager
Supervises: Family Advocates and/or Home Visitors
Status: Exempt

Position Summary:
Reporting to the Family Services Manager, provides effective leadership and reflective supervision to Family Advocates and/or Home Based Home Visitors to ensure high quality case management, file and data integrity, collaboration and family engagement according to Parent, Family and Community Engagement (PFCE) Framework and other program goals. Function as liaison for HS Family Engagement activities, including Policy Council, parent trainings, family meetings, assist with Non-Federal Share and parent volunteers and special events.

Essential Qualifications:
Minimum qualification requirements are a BA/BS in Human Services, or related field, 2 years case management experience and 1 year supervisory experience or training in supervision or Associates Degree in Human Services, ECE, or related field, 5 years of case management experience and 1 year supervisory experience or training in supervision. Must be computer literate, with proficiency in Microsoft Word and Excel, and must demonstrate excellent analytical, and oral and written communication skills. Must demonstrate experience with case management in human services and must quickly learn and be able to use internal data system for tracking, monitoring and reporting. Must have or quickly gain knowledge of the Head Start Performance Standards, EEC Regulations, HS & ELP Service Delivery, and NAEYC criterion. Candidate must demonstrate excellent professional judgment and have the ability to make sound decisions.

Essential Responsibilities:
• Must provide effective leadership, training and reflective supervision to Family Advocates and/or Home Based Home Visitors to ensure effective case management, file and data integrity, community collaboration and strength-based family engagement according to Parent, Family and Community Engagement (PFCE) and other program goals.
• Must be knowledgeable and remain current regarding Head Start Performance Standards, Department of Children and Families (DCF) program requirements, and all other relevant program administrative requirements.
• Ensure integrity of Family Services data by maintaining a system of continuous monitoring, reporting and evaluation of Family Services activities.
• Assist in the design, development and delivery of internal training programs to include program orientation, training in strength-based family engagement and staff development.
• Act as a liaison with the State Early/Head Start Social Service community, local community service providers, families, and staff
• Support and facilitate direct involvement of parents in program planning, implementation and evaluation, including decision making responsibilities.
• Attend all program workshops and staff meetings as relevant.
• Maintain good in-house relationships with all other staff members and with providers. Adhere to all agency confidentiality policies and standards of conduct.
• Must be able to travel to multiple sites in all counties.
• Must 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 must have the ability to drive a personal vehicle and program vehicles, as needed. The work environment is primarily an indoor office environment. The noise level in the office is usually quiet. There is occasional exposure to outdoor weather.

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.

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