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| **Job Title:** | **Collaborative Center Family Services Specialist** |
| **Department:** | **Child & Family Development** |
| **Reports to:** | **Collaborative Center Services Coordinator** |
| **Grade:** | **EC** |
| **Supervises:** | **N/A** |
| **FLSA Status:** | **Non-exempt** |
| **Prepared by:** | **Katherine Kwiatkowski** |
| **Date:** | **March 4, 2021** |
| 52 weeks/40 hours a week/ Full Time  |
| **Purpose:** To support Collaborative Center staff and families in meeting Head Start Program Performance Standards and providing quality services to enrolled children and families as delineated by NMCAA Head Start Program goals and plans. |
| **Program Objectives:*** To establish Head Start community partnerships, and support family well-being through the family partnership process, assisting families in resources, referrals, and meeting individualized goals, and also family engagement activities.
* The parameters established by the Head Start Parent Engagement Framework will be met through developing trusting and respectful relationships with parents, engaging parents in their child’s learning and development and also honoring and nurturing parent-child relationships.
* To offer opportunities for parents to participate in the research-based parenting curriculum, Your Journey Together to build upon parents’ knowledge and to practice parenting skills while promoting children’s learning and development.
* To represent NMCAA in a professional, supportive and knowledgeable manner.
* To ensure full enrollment of the NMCAA Collaborative Center Program.
* To secure completed health requirements, health follow up and documentation within required time frames.

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| **Essential Functions:*****Eligibility, Recruitment, Selection, Enrollment and Attendance**** Responsible for recruitment, application process, caseload selection and full enrollment.
* Maintain and update waitlists.
* Provide orientation for newly enrolled children including information about the benefits of regular attendance.
* Make direct contact with a child’s parent/guardian or to conduct a home visit if a child has multiple unexplained absences.
* Use individual child attendance patterns ongoing to identify children with patterns of absence that put them at risk for missing ten percent of program days per year and develop strategies to improve attendance among identified children, such as direct contact or intensive case management as necessary.
* Monitor within Child Plus, the monthly average daily attendance and if attendance falls below 85 percent, analyze the causes of absenteeism to identify any systematic issues that contribute to the program’s absentee rate.
* Use attendance data to make necessary changes in a timely manner as part of ongoing oversight and correction as described in HSPS 1302.102(b) and inform its continuous improvement efforts as described in 1032.102(c).

***Health Program Services**** Promote and provide the integration of health/dental education for families.
* Ensure completion of Health requirements per EPSDT and state and federal standards and follow up to support families in addressing barriers to meeting these requirements while identifying common gaps in services.
* Work with Collaborative Center staff to maintain health and safety guidelines at all planned family education or engagement activities.

***Family and Community Engagement Services**** Be responsible for planning, implementing and or promoting a minimum of 2 Family Engagement Activities and/or Family Workshops using YJT in partnership with education staff.
* Complete the Plan and Approval for Family Engagement Activities form.
* Work with agency staff to maintain up-to-date resource and referral information, and share with coordinators and center staff in support of enrolled families as requested.
* Link Head Start families as appropriate with Northwest Michigan Community Action Agency programs, and provide appropriate assistance, guidance and support for community resources and referrals, service providers, and on-going health care systems in an effort to problem solve barriers and address family needs.
* Promote Head Start Programs throughout the community by being an active member of appropriate organizations and provide information to groups about NMCAA.
* Enhance family outcomes identified in the PFCE framework by supporting families in working towards self-identified goals and building protective factors.
* Complete a minimum of 2 home visits or site contacts per year with families. If a family is unwilling for a home visit, site contacts suffice. Prioritize additional visits with families according to individual requests and needs.
* Complete Family Partnership Goals with each family and follow up, and update these goals.
* Implement a family partnership process by collaborating with teachers and each enrolled family to support family well-being, and offer individualized family partnership services based on family interests, needs and aspirations.
* Complete the Family Outcomes Tool for each family.
* Build partnerships with community-based health, social service and education/job training opportunities to support the needs and goals of families.

***Transition Services**** Serve as the transition liaison between programs and families for transitions as needed.

***Program Management and Quality Improvement**** Promote HS/EHS programs/events and act as a program liaison to the professional community.
* Attend required staff trainings, and participate in professional development growth opportunities. May include Reflective Supervision.
* Establish an ongoing communication system with Collaborative Center Services Coordinator to ensure supervisory support when any concerns arise around family or staff safety.
* Attend designated team, agency or community meetings to discuss trends in families and community, share resource information, and/or coordinate other shared roles such as newsletters, workshops, socializations.

***Financial and Administrative Requirements**** Submit receipts for Family Engagement activities and fiscal documentation according to guidance and established timelines.
* Submit expense reports according to established timelines.
* Manage the completion and submission of in-kind documentation at Family Engagement activities within specified timelines.

***Other Requirements**** Adhere to work schedule as required. Activities may require evening and weekend hours. Staff must adjust weekly schedule when this occurs so as to not exceed allotted weekly work hours.
* Perform other related duties as assigned by the supervisor.
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| **Measured by:*** The accuracy and timeliness of completed work.
* The quality of services provided.
* The ability to represent the agency professionally in service to families and the larger community.
* Performs job duties in accordance with agency policies and procedures.
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| **Minimum Education:*** Preferred bachelor’s degree in human services or related field.
* Staff hired after November 7, 2016: have within 18 months of hire, at a minimum, a credential or certification in social work, human services, family services, counseling or a related field.
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| **Minimum Experience:*** Prior experience working with low income/at risk families.
* Strong teamwork skills which balance team and individual responsibilities.
* Experienced in working collaboratively with community members.
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| **Essential Abilities:*** A commitment to the NMCAA Head Start philosophy, mission, and Cornerstones of Culture.
* Ability to maintain confidentiality.
* Possess management skills that include written and verbal communication abilities, decision making, time and stress management and strong observation abilities.
* Ability to interact positively with staff and parents in a non-judgmental, tactful and courteous manner.
* Ability to suggest innovative approaches in completing job responsibilities.
* Ability to work openly and cooperatively as a team member.
* Ability to perform physical tasks to carry out specific job duties.
* Ability to interact positively with co-workers and clients in a non-judgmental, tactful and courteous manner.
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| **Minimum Skills Required:*** Effective written and verbal communication skills necessary to partner cooperatively with coworkers, families, other agencies and health entities.
* Basic computer skills with experience in internet access, web-based software, e-mail and working knowledge of office equipment.
* Strong organizational skills with the ability to plan, organize, prioritize in order to work efficiently and effectively.
* Willingness to seek further training and education.
* Willingness to adhere to the NMCAA Head Start/GSRP Guidance Policy and implement positive behavior management techniques.
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| **Minimum Physical Expectations:**Physical activity that often involves or requires the following:* Keyboarding, sitting, phone work and filing.
* Extensive time working on a computer.
* Car travel.
* Lifting under 25 lbs.
* Bending, stooping, reaching, climbing, kneeling and/or twisting.
* Pushing and/or pulling over 25lbs. but not more than 50 lbs.
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| **Minimum Environmental Expectations:*** Possible exposure to blood and bodily fluids or tissues.
* Possible exposure to communicable diseases.
* Exposure to potential traffic dangers and varying weather conditions when conducting work related travel.
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