



Family Services Specialist

Department: Family Services (HS/FaDSS)

Pay Grade: 4

Supervisor's Title: Family Services Director

General Purpose of the Job: Provide in-home and in-center case management to families enrolled in the Head Start and/or FaDSS program to assist them in accessing resources and overcome barriers to create opportunities for self-sufficiency.

Minimum Level of Education/Experience Required: Bachelor's degree in social work or other human services field with case management experience. Experience with common microcomputer word processing, database programs.

License or Certificate Required: In addition to the requirements above, this position requires a current Iowa or Illinois Driver's License and proof of current automobile insurance. Also requires Family Development Certification within one year of hire.

Supervisory Responsibility: None

Eligible for Telecommuting: Yes

Schedule: Flexible

Primary Duties and Responsibilities:

- A. Fully implement the FaDSS and Head Start program standards in delivery of family services to families enrolled in each program.
- B. Recruit and enroll families to participate in the FaDSS program and assist with Head Start and Early Head Start enrollment as requested.
- C. Maintain the assigned caseload of FaDSS and/or Head Start families and centers.
- D. Complete the number of monthly home visits and significant contacts as required with each enrolled FaDSS family.
- E. Complete significant contacts and/or home visits as necessary with each enrolled Head Start family at least two times per year.
- F. Complete in-depth assessments, individualized goal setting, and track progress to achieve goals with enrolled families.
- G. Maintain detailed, up to date, and concise case notes on all interactions with and on behalf of each family family within program databases, and in accordance with both the FaDSS standards and Head Start Standards.
- H. Work with families in areas of problem-solving and decision-making.
- I. Make referrals to link families with multiple resources in community. Collaborate with referral sources that the family has ongoing services with to plan strategies to work toward positive outcomes for the family.
- J. Provide families with tools so they may ultimately advocate for themselves to ensure receipt of quality services.
- K. Share information and educate enrolled households on family economic issues.
- L. Visit assigned Head Start Centers at least monthly.
- M. Facilitate Head Start Child and Family Team Meetings as necessary to provide support to families who are struggling.

- N. Collaborate with Center Managers to promote family engagement within centers and in fulfillment of Head Start program governance requirements.
- O. Maintain effective working relationships with other community resources, both internal and external
- P. Submit accurate and complete monthly reports to Family Services Director and Promise Jobs as required
- Q. Participate in scheduled trainings and meetings, including certification training
- R. Demonstrate sensitivity to cultural and socioeconomic factors in working with enrolled families

Physical Demands	Rarely or never	Up to 1/3 of the time	1/3 to 2/3 of the time	2/3 of the time+
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle, or touch				X
Reach above shoulders		X		
Climb or balance	X			
Stoop, kneel, crouch, or crawl			X	
Talk or hear				X
Taste or smell	X			
Use foot/feet to operate machinery	X			
Up to 10 Pounds		X		
Up to 25 Pounds	X			
Up to 50 Pounds	X			
Up to 100 Pounds	X			
More than 100 Pounds	X			
Routine Office Equipment				X
Computer				X
Motor Vehicle Operation				X
Wet/humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Risk of electrical shock	X			
Vibration	X			
Work/job related travel		X		
Noise: Moderate levels of noise, typical to an office environment.				
Protective Clothing/Equipment Required: None				

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Employee Signature

Date

Job Description Last Reviewed: _____ By: _____