

**CAROLINA COMMUNITY ACTION, INC.
POSITION DESCRIPTION**

POSITION TITLE: FAMILY SERVICES/COMMUNITY PARTNERSHIPS MANAGER

EMPLOYEE:	FLSA STATUS: Exempt
JOB GRADE: 13	
COMPONENT: Head Start	LOCATION: Central Office
REPORTS TO: Head Start Director	
PREPARED BY: The JESCLON Group, Inc.	DATE:
APPROVED BY:	DATE:

SUMMARY

The Family Services/Community Partnerships (FS/CP) Manager will ensure each enrolled family is supported in fostering their child's development and in attaining their personal family goals; take an active role in community planning to encourage strong communication, cooperation, and the sharing of information in order to improve the delivery of community services to children and families in accordance with the agency's confidentiality policies. The FS/CP Manager is responsible for the supervision, coordination, and implementation of the family services program for Head Start. The Manager is also responsible for establishing and maintaining career development for the Head Start family services staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Primary

1. Develop and implement an outreach and recruitment process which systematically ensures enrollment of eligible children is established and maintained, including children with disabilities; maintain full enrollment at all times as required by Head Start Performance Standards.
2. Develop procedures which create partnerships for the voluntary involvement of parents in the full range of children's services; include opportunities to serve in the classroom; and assist with the choice of the program curriculum and the child development approach.
3. Develop a family services/community partnerships plan; provide input in the development of the family services budget; and prepare a monthly status report of family services activities.
4. Ensure all families' personal goals and strengths are identified and strategies are developed to help in achieving these goals.
5. Provide monthly reports to the Head Start Director to include important statistics of the month, major activities, training, and Family Outcomes data.
6. Be proactive in establishing community partnerships that engage in collaborative action, including continuous community planning, service delivery problems.
7. Promote access to services that will enhance the well-being of Head Start families and children.
8. Supervise the Social Services Coordinator, Child Services Coordinator, Child Services Specialist, Nutrition Coordinator, and the Family Services Case Workers, give direction as needed, monitor work, hold regular staff meetings to ensure performance standards are met.
9. Attend professional workshops/seminars and conferences; adhere to CCA, Inc. policies, procedures, and management guidelines.
10. Carry out other duties as assigned.

PERFORMANCE STANDARDS**Family partnerships**

Engage in a process of collaborative partnerships with individual families to develop a “Family Partnership Agreement.” The process includes establishing mutual trust; identifying family goals, strengths, and necessary services and supports; establishing the roles that staff and families will play in addressing the goals; and building upon, as appropriate, information obtained from the family and other community agencies concerning preexisting family plans and goals.

Work collaboratively with participating parents to identify and access services and resources that are responsive to each family’s interests and goals.

Ensure that parents are provided opportunities to enhance their own parenting skills, knowledge and understanding of the educational and developmental needs and activities of their children, and to participate in medical, dental, nutrition, and mental health education programs.

Ensure that parents and children are provided opportunities to participate in family literacy services, either directly or through referrals to other local agencies.

Assist parents in becoming their child’s advocate with schools and other community agencies by: providing a staff-parent meeting at the end of a child’s enrollment to discuss the child’s progress; providing education and training to parents to prepare them to exercise their rights and responsibilities concerning their child’s education; and assisting parents to communicate with teachers and other school personnel.

Community partnerships

Take an active role in community planning and establish ongoing collaborative relationships with community organizations to promote the access of children and families to community services that are responsive to their needs.

Coordinate and maintain a Health Services Advisory Committee and other multi-services and advisory committees deemed appropriate.

Establish and maintain procedures to support successful transitions for enrolled children and families from previous childcare programs into Early Head Start or Head Start and from Head Start into elementary school or other settings.

SUPERVISORY RESPONSIBILITIES

Directly supervises employees in the Family Services, Nutrition and Health Services Components; carries out supervisory responsibilities in accordance with the organization's policies, procedures, and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS 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 individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B. A.) from four-year college or university in social work, psychology, or other related fields; or three to five years' related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

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.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

OTHER QUALIFICATIONS Incumbent must demonstrate good verbal and written communication skills, and the ability to work effectively with low-income families. Employee must pass an annual physical, TB screening, and submit to random drug screenings.

OTHER SKILLS AND ABILITIES

Incumbent must demonstrate a working knowledge of a desktop computer, related software, printer, copier, calculator, fax, and phone. Employee must be able to drive an automobile.

CERTIFICATES, LICENSES, REGISTRATIONS

Incumbent must possess a valid driver's license and have a personal vehicle.

PHYSICAL DEMANDS The physical demands described here 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.

While performing the duties of this job, the employee is regularly required to walk; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms and stoop, kneel or crouch. The employee is occasionally required to stand, sit, climb or balance, 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, 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 individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

SPECIFICATION: The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.