



Community Action Agency

CINCINNATI | HAMILTON COUNTY

Phone: (513) 569-1840 * **Fax:** (513) 569-4354 * **Website:** www.cincy-caa.org

JOB DESCRIPTION

Position Title:	Family Service Supervisor	FLSA Status:	Exempt
Division:	Head Start	Pay Grade:	8
Work Hours:	80 hours bi-weekly, evenings and weekends required	Revision Date:	June 2016

Work Location:

Cincinnati-Hamilton County Community Action Agency * 1740 Langdon Farm Road * Cincinnati, Ohio 45237

POSITION SUMMARY

Develop, train and continuously coach Family Service Workers (FSW) and coordinate all activities to ensure compliance with Head Start Performance Standards, federal, state, and local laws and regulations, and CAA policies

ESSENTIAL JOB FUNCTIONS:

Under General Supervision:

1. Provide orientation, training and program development/technical assistance to establish a tool to evaluate service effectiveness of FSWs. Training includes forms completion, accuracy and timeliness; Child Plus data entry and use of Family and Community Partnership (FCP) training form.
2. Facilitates coordination of 30 and 45-day developmental and health screenings activity in conjunction with FSW and teaching staff to ensure compliance of applicable regulatory standards.
3. Facilitates coordination of 90-day medical/dental screenings and exams in conjunction with Grantee Health Support Manager, Family Service Workers, and Teaching Staff to ensure compliance of Head Start Performance Quality Assurance Standards and Ohio regulatory standards
4. Ensure on-going monitoring, tracking, follow-up and analysis of family and community services, including attendance and PFCE outcomes.
5. Maintain record keeping and reporting systems, including service area plan, schedules, timelines policies and procedures for family and community partnership services in accordance with Head Start Performance Standards and applicable laws and regulations.
6. Ensure effective transition planning for children families.
7. Assist in planning and preparing special events or activities
8. Assists in children's classroom assignment along with the Data Unit and the subsequent FSW assignment.
9. Coordinates in the recruitment of children and families including reports, relevant documents, and facilitates enrollment action plans for families.
10. Coordinates soccer program for Self-Administered locations.
11. Leads initiative for parent orientation and parent activities at assigned Head Start site.
12. Coordinates and assists Principals with monthly site parent meetings.
13. Coordinate services including transportation for all eligible children. Be the point of contact to the local transportation company including routing information
14. Provides family and community focused assistance with high quality service and confidentiality for Head Start children and families.
15. Assigns families to Family Service workers, providing weekly/bi weekly individual supervision. Monitors accuracy Child Plus reports with each FSW and ensures that a 100% compliance rate is met on weekly basis from each FSW before and up to the end of 90-day compliance due date. Reports resultant data to Center leadership.

16. Performs other duties as assigned.

The above statements are intended to describe the general nature and level of the work being performed by staff assigned to this job classification. This is not an exhaustive list of all duties and responsibilities. Additionally, C-HCCAA management reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.

QUALIFICATIONS AND REQUIREMENTS

The incumbent must have:

1. A Masters preferred in Social Work, Psychology or a related field from an accredited college or university. Bachelors degree accepted with experience.
2. Three (3) years of social service Family Service Worker experience.
3. Demonstrated ability to analyze data, design improvement plans and monitor results.
4. Ability to communicate effectively with parents, community stakeholders and executives.
5. Proficiency and computer experience in Microsoft Office applications.
6. A valid driver's license and insurability.
7. Demonstrated knowledge of Head Start service delivery.
8. Experience working with diverse populations, including low to moderate-income families.
9. Ability to multi-task and to prioritize duties.
10. Ability to frequently drive to and from local resource agencies in all weather conditions and to conduct outdoor and indoor activities in warm and cold temperatures.
11. Ability to input data into computer database for long periods of time.
12. Ability to analyze and interpret data and to handle problem resolution.
13. Willingness to accommodate planned and unplanned travel to and from Head Start Center and other C-HCCAA or meeting/conference locations, including overnight and/or out of town travel.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Normally a typical office environment, with minimal exposure to excessive noise or adverse environmental issues, but also includes occasional local travel, including exposure to heat, cold, inclement weather conditions, and occasional environmental hazards.

PHYSICAL DEMANDS:

Ability to meet the following physical requirements with or without reasonable accommodation:

- a. Use hands to manipulate, handle, feel, and control items or equipment;
- b. Talk and hear;
- c. See and be able to read, write, and interpret written documents;
- d. Effectively communicate with the public;
- e. Lift and move objects weighing up to 15 pounds

ORGANIZATIONAL STRUCTURE:

Reports to: Center Principal

Manages: Family Service Workers

Cincinnati-Hamilton County Community Action Agency is an Equal Opportunity Employer. The Functions, Qualifications, Requirements and Physical Demands listed in this job description represent the essential functions of the job, which the incumbent must be able to perform either with or without reasonable accommodation. The listed Job Functions do not necessarily include all activities that the incumbent may perform.

*Your employment with the Cincinnati-Hamilton County Community Action Agency is entered into voluntarily or "at-will", meaning that both you and the employer may end the employment relationship with or without reason, cause or notice. You are free to terminate your employment at any time, with or without cause. Similarly, C-HCCAA has the right to terminate your employment, or otherwise transfer, change your position or the scope of your job duties, at any time, with or without cause. Therefore, the only employment relationship that exists is one terminable **at will** by either the employee or C-HCCAA.*

