



PERSONNEL COMMISSION

Class Code: 5194
Salary Range: 18 (C1)

HEAD START SENIOR FAMILY SERVICES LIAISON

JOB SUMMARY

Under general supervision, serve as a lead and provide training and support services to Head Start Family Services Liaisons (FSLs) working with families to improve living conditions and quality of life for children and families; coach and mentor FSLs and provide technical support to supervisors in the areas of family and community engagement and health services; promote and encourage family engagement activities and training in the program; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Serve as a lead and provide training and support services to Head Start Family Services Liaisons (FSLs) working with families to improve living conditions and quality of life for children and families. **E**
- Oversee the daily activities of assigned staff; assure proper staffing coverage; train and provide work direction and guidance to assigned staff; participate in the hiring and evaluation process as requested. **E**
- Provide case management support services to families, FSLs and other program staff in order to improve living conditions and quality of life for children and families; work with families to identify existing strengths and develop plans to move toward inter-dependence; assure timely and efficient delivery of services to children and families. **E**
- Coach and mentor FSLs and provide technical support to supervisors in the areas of family and community engagement and health services; develop and provide coaching and training to assigned staff; develop related training materials. **E**
- Perform a variety of outreach activities and recruit eligible children and families for the Head Start program; prepare and deliver informational presentations, meet with community agencies and staff to promote involvement in the program. **E**
- Facilitate the enrollment process; accept referrals from District staff; complete eligibility applications with parents; assure accuracy and completeness of enrollment forms. **E**
- Support and encourage family participation and engagement in the program and related activities to increase parent awareness of community services and involvement in the program. **E**
- Communicate with families, teachers, District staff, community, social service and health care agencies and others to assess the needs of families and develop plans

- and strategies to obtain needed services; make referrals to appropriate resources and agencies; arrange for transportation for parents and children as needed. *E*
- Review and monitor children and family files to assure compliance with regulations, determine if adequate support is being provided, and provide suggestions for staff as they engage with families. *E*
 - Conduct home visits with families; interview and assess the needs of families; assist families with identifying long and short-term goals to strengthen the socioeconomic, emotional, health and educational well-being of the family; follow up on status of meeting goals. *E*
 - Provide crisis intervention referrals and continuous support to families; observe children for signs of abuse or neglect; refer possible child abuse cases to appropriate agency. *E*
 - Provide a variety of health and nutrition services for children in accordance with established policies and procedures; participate in the implementation of health plans for identified children; assure proper levels of health supplies at centers; assure documentation of medications needed at centers for individual children. *E*
 - Participate in the facilitation and preparation of health screenings; schedule and conduct vision, hearing, weight and height screenings; facilitate dental screenings; obtain parental consent forms prior to scheduled dental screening appointments; provide appropriate and timely referrals to health care providers; follow-up on health care provider referrals. *E*
 - Participate in the daily health inspection of children; conduct visual inspections for health conditions and communicable diseases such as lice, rashes and chicken pox; notify appropriate personnel of health conditions and post notices of exposure as directed. *E*
 - Provide pertinent child and family information to be documented in Individual Education Plans (IEPs) for identified special education children. *E*
 - Participate in the development and implementation of office procedures; prepare and maintain a variety of records, files and reports related to assigned activities and families; assure compliance with applicable laws, codes, rules and regulations; maintain confidentiality of sensitive and privileged information. *E*
 - Support family transition activities into and out of Early Head Start and Head Start programs and provide assistance as requested. *E*
 - Operate a variety of office equipment including a computer and assigned software; drive a vehicle to various sites to conduct work. *E*
 - May serve as a translator for teachers and interpret for parents and staff as assigned by the position. *E*
 - Attend a variety of meetings, in-service trainings and conferences; maintain current knowledge of program laws, codes, rules and regulations. *E*

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

A Head Start Senior Family Services Liaison serves as a lead and provides training and support services to Head Start Family Services Liaisons (FSLs) working with families to improve living conditions and quality of life for children and families. Incumbents coach and mentor FSLs and provide technical support to supervisors in the areas of family and community engagement and health services. An incumbent maintains a caseload of families as needed to assure smooth and efficient delivery of services to children and families.

EMPLOYMENT STANDARDS

Knowledge of:

Adult learning principles.
Family and community engagement strategies.
Principles of child development and early childhood education.
General social work and case management principles.
General pediatric health issues and communicable diseases.
Personal hygiene practices.
Principles and practices of providing high-quality customer service.
Principles and practices of training and providing work direction and guidance to others.
Operation of a variety of office equipment including a computer and assigned software.
Record-keeping and basic report preparation techniques.
Telephone techniques and etiquette.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Basic math.

Ability to:

Provide training and support services to families and Head Start Family Services Liaisons (FSLs) working with families to improve living conditions and quality of life for children and families.
Serve as a lead, train, mentor and oversee the daily activities and operations of FSLs.
Train and provide work direction and guidance to others.
Provide technical support for the program in the areas of Family and Community Engagement.
Learn policies and objectives of the Head Start program and related activities.
Identify, contact and develop working relationships with community organizations, agencies and other community resources.
Handle difficult situations and provide crisis intervention referrals to assigned families.
Work with children and families with special needs and provide appropriate resources.
Vision, hearing, height and weight screening techniques.
Interpret, apply and explain applicable laws, codes, rules and regulations.
First aid and CPR methods.

Utilize a variety of general health instruments.
Work independently with little direction.
Determine appropriate action within clearly defined guidelines.
Operate a variety of office equipment including a computer and assigned software.
Communicate effectively both orally and in writing.
Add, subtract, multiply and divide accurately.
Plan and organize work.
Prioritize and schedule work.
Meet schedules and timelines.
Maintain records and prepare reports.
Complete work with many interruptions.

Education and Training:

Graduation from high school supplemented by a credential or certification in social work, human services, family services, counseling or a related field.

College-level coursework in social services, human services, family development, child development or a related field or completion of a certified nurse's aide, medical assistant or related health care program is desirable.

Experience:

Two years of experience working with children and families in a school, community or structured human service environment. Experience in a Head Start program or in a lead or supervisory capacity is preferred.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Positions in this classification require the use of a personal automobile and possession of a valid California Class C Driver's license.

Incumbents must obtain a valid First Aid and CPR certificate within six months of employment and maintain certification throughout employment in this classification.

Some positions may require the ability to effectively communicate, both orally and in writing, in a language other than English. Selective certification in accordance with the Education Code may be effected to meet this requirement.

WORKING ENVIRONMENT

Office and classroom environment.
Constant interruptions.
Driving a vehicle to conduct work.

Occasional evening or variable hours.

Potential for contact with blood and other body fluids.

Potential for exposure to blood borne pathogens and communicable diseases.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard and health equipment.

Hearing and speaking to exchange information in person and on the telephone.

Seeing to read a variety of materials and conduct health screenings.

Sitting or standing for extended periods of time.

Bending at the waist, kneeling or crouching.

Lifting and carrying light objects weighing up to 25 pounds.

Lifting and carrying or restraining children weighing approximately 30-40 pounds in emergency situations.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six (6) months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: 3/19/2015

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