



Hampton Roads Community Action Program

2410 Wickham Avenue
P.O. Box 37
Newport News, VA 23607

JOB DESCRIPTION

Family Services Manager
Head Start

Purpose of the Position: To work as a supervisor/team member with Family Services, other Head Start service areas to ensure the coordination and implementation of activities and services for enrolled children and families.

Supervisor: **Family and Community Engagement Coordinator**

Qualifications: Must have the knowledge, skills and experience needed to perform the assigned functions.

Must possess training, experiences, and knowledge that include social work, counseling, human services, psychology and dealing with a diverse population.

Must possess good communication skills both oral and written.

Must have s a valid VA Driver's License and reliable transportation.

Must have A Bachelor's Degree in Social Work, Counseling, Human Services, Psychology, Sociology and/or a related field and at least five (5) years of experience working in a human services setting.

Must successfully pass a criminal background check.

Duties:

- Will carry out program goals and objectives based on the Head Start/Early Head Start Revised Performance Standards as well as in accordance with the VA State Licensing Manual.
- Will adhere to all local and federal policies/procedures and regulations.
- Will supervise Family Advocates, and conduct personnel evaluations as required by the agency's personnel policies.
- Will be responsible for the process of recruiting, selecting and enrolling eligible Head Start children, in a timely manner under the guidance and supervision of the Family and

Community Engagement Coordinator /Director. Must ensure that the program is at full enrollment at the start of the program year, and maintain full enrollment monthly.

- Ensure accurate, timely documentation and tracking systems are in place. (Child Plus)
- Will oversee and assist potential/ current Head Start families in obtaining information necessary for registration/enrollment.
- Will ensure the completion of a Family Partnership Agreement (FPA) with each Head Start family; information collected will be used to determine service's needs.
- Will assist in the collection of data pertaining to the Average Daily Attendance (ADA) and will report the Average Daily Attendance to the Family and Community Engagement Coordinator on a monthly basis.
- Will submit required weekly, monthly, other reports to the Family and Community Engagement Coordinator in a timely manner. re: ADA, enrollment data etc.
- Will serve as a resource person to parents and staff for referrals to community agencies based on the interest and goals of families.
- Will attend staff meetings, consultations, trainings and workshops as assigned.
- Will facilitate/scheduled staff training to ensure coordination of services.
- Will conduct regular scheduled meetings with the Family Advocates.
- Will monitor and review weekly/monthly reports from the Family Advocates to ensure that families are being contacted on a regular basis and that Family Services is being run effectively based on the Revised Performance Standards.
- Will ensure compliance with health/nutrition requirements for Head Start/Early Head Start students, with regular collaboration meetings with the Health Coordinator and/or Nutrition Managers.
- Will accompany Family Advocates on home visits to families and other service areas as needed.
- Will assist Family Advocates with the arrangement of transportation for family's child to attend school.
- Will collaborate regularly with all service area Coordinators/Managers in scheduling and conducting child/family staffing's.
- Will make recommendations regarding personnel actions for Family Advocates in accordance with agency policies and procedures.
- Coordinate with all service areas in planning and implementation Parent Orientation and Monthly Parent Events.
- Performs other duties as assigned by the FCE Coordinator/Director.

Advocacy and Community Resources:

- Will advocate for services that are available to Head Start families.
- Will identify community resources in coordination with other staff and prepare a community resource list.
- Will establish Community Partnership with agencies in the community that will benefit Head Start children and families.