



Northcoast Children's Services

P.O. Box 1165, Arcata, CA 95518 ~ Phone: (707) 822-7206 ~ (800) 808-7206
Web site: www.ncsheadstart.org ~ FAX: (707) 822-7962

JOB DESCRIPTION Northcoast Children's Services Head Start/Early Head Start **FAMILY SERVICE SPECIALIST**

Under the supervision of the Family Partnership Director, the Family Service Specialist provides services to families with complex and significant needs who are enrolled in NCS programs. The Family Service Specialist works a varied schedule, including some evenings and weekends, as needed. This is a non-exempt position.

KEY DUTIES / RESPONSIBILITIES:

Direct Service to Families

1. In partnerships with families, helps them to identify their family strengths, needs, and goals in order to create opportunities for family centered services that follow family support principles.
2. Provides crisis intervention as appropriate and necessary.
3. Maintains a working knowledge of community resources and current trends in family services.
4. Provides family life education through direct services, which includes household and transportation safety, family health issues, budgeting, household cleanliness, and other family issues.
5. Assists with parenting classes and with providing parenting information for individual families as needed.
6. Conducts outreach activities to recruit prospective families.
7. Models appropriate advocacy skills for parents in dealing with community agencies, professionals, and schools.
8. Provides transportation and support for families when appropriate and necessary to access identified family resources.
9. Prepares and negotiates agreements with community services providers to ensure quality services to children and families.

Case/Resource Management

1. Accepts referrals to assist families with complex issues and significant needs.

2. In partnership with families and NCS staff, assures that comprehensive, integrated services are available for Head Start and Early Head Start families.
3. In partnership with families, makes referrals to community services provided by public and private agencies, districts, hospitals, etc. and provides follow-up for all referrals to assure that quality services are provided.
4. Works to assure that a full system of care is available to meet the needs of the family.
5. Coordinates services for families by arranging case conferences between the families and appropriate staff of Northcoast Children's Services and community agencies.
6. Complies and maintains family case records of services provided.
7. Accurately completes program paperwork and reports within program timelines.

Resource and Community Development

1. Develops and maintains relationships and partnerships with community service providers to share information, coordinate resources, and respond to community needs and changes.
2. Develops and maintains up to date resources available to families in areas served.
3. Identifies and ensures optimal utilization by families and staff of all local, State and Federal resources.
4. Advocates for healthy communities and accessible services for children and families.
5. Prepares and conducts presentations for community groups, professional conferences and meetings.
6. Represents Head Start and Early Head Start on community boards and organizations.

Staff Training

1. Assists staff in making child abuse reports as necessary.
2. Conducts trainings in areas of expertise.
3. Monitors and evaluates training effectiveness.
4. Attends trainings and meetings as required.
5. Maintains a working knowledge of trends and best practices within specialty program area.

Manage Professional Growth and Development

1. Promotes high quality interpersonal communication between children, families, peers, support/management staff, and community services/schools, and community helpers
2. Demonstrates self-awareness, self-regulation and motivation to assess own skills. Utilizes those skills and NCS performance reviews and ongoing feedback to make and follow up on plans for professional development.
3. Maintains confidentiality as required by law and NCS/HS/EHS policies.

4. Demonstrates an appropriate professional role including: a) an understanding of boundaries; b) working with allotted budget; and c) presenting acceptable behavior at all times.
5. Follows NCS Personnel and other policies, applicable State and Federal regulations and standards, and Head Start and Early Head Start mission, goals, and plans.
6. Performs other duties as assigned.

QUALIFICATIONS:

1. BA/BS in Social Work, Psychology, Child Development or related field preferred.
2. Bilingual in the Spanish or Hmong language preferred.
3. Two years of case management, home visiting experience, or work with at-risk families, preferred.
4. Knowledge of community resources and how to access services for children and families.
5. Ability to communicate effectively, both verbally and in writing.
6. Ability to model good communication skills.
7. Ability to perform standard record keeping and maintenance of required documentation.
8. Ability to work with low income, ethnically and culturally diverse population.
9. Possess a strong knowledge of and commitment to a teamwork approach.
10. Must provide evidence of reliable, insured transportation available for travel during work hours.
11. Driver must provide evidence of a valid driver's license and good driving record.
12. Driver must provide evidence of current automobile liability insurance.

Physical Requirements

1. Must successfully complete a health screening and provide proof of the absence of TB no later than 7 days following the date of hire.

Health and Safety Training Requirements

1. Must have a current Criminal Record Clearance with current Child Abuse Index Check in file with Community Care Licensing, or provide fingerprints and a Child Abuse Index Check prior to the first day of work in order to obtain a Criminal Record Clearance from the Department of Justice.