

# COMMUNITY ACTION OF LARAMIE COUNTY, INC.

<b>Job Title:</b>	Family Engagement Manager
<b>Reports To:</b>	Program Director
<b>ID:</b>	Laramie County Head Start (LCHS)
<b>Type of Position:</b>	Hours <u>  40  </u> /week Full Time / Non-Exempt 12 Months

## GENERAL DESCRIPTION

Responsible for the support in coordination of Family and Community Partnerships including the parent involvement, social service, family development, volunteerism, and community networking partnership systems. Responsible for ensuring that all eligible children and their parents receive the maximum services available linking families, staff and community together. Responsible for supporting the functions of ERSEA (Eligibility, Recruitment, Selection, Enrollment, and Attendance). Responsible for providing professional support and following guidelines and policies.

## JOB RESPONSIBILITIES & REQUIREMENTS

The following information is intended to be representative of the essential functions performed by personnel in this position and is not all- inclusive. The omission of a specific task or function will not preclude it from the responsibilities of this position if the work is similar, related or a logical extension of the position. Other duties may be assigned.

### Responsibilities

- Responsible for overseeing all operations and assume management accountability of Family and Community Partnership services and Eligibility, Recruitment, Selection, Enrollment, and Attendance (ERSEA) in accordance with the National Head Start Performance Standards and Head Start Act of 2007, and all local, State, and Federal rules and regulations
- Responsible to write and implement the Family and Community Partnership (including family engagement, financial literacy and parent training). Volunteer Services and ERSEA plans in consultation and collaboration with staff, parents, and community partners
- Responsible for family and community support services and activities of the Head Start program in accordance with Head Start Performance Standards;
- Responsible for supervising Family Engagement Professionals Center-Based and Family Engagement Assistant
- Responsible for supporting grant writing and budgets
- Responsible for working as a part of the management team to ensure comprehensive systems to support services of all Head Start components

### Eligibility, Recruitment, Selection, Enrollment, and Attendance (ERSEA)

- Develop, implement, and manage eligibility, recruitment, enrollment, selection and attendance processes based on assessed community needs, self-assessment and other data sources and established eligibility criteria
- Establishes eligibility criteria
- Oversee facilitation of internal and external recruitment events
- Assist in appropriate selection of students
- Oversee facilitation of individual and mass orientation; including forms (Parent Handbook & Orientation packet) and tracking for completion of orientation
- Continually monitor and support families attendance in the various program options
- Conduct annual training with staff Management, Policy Council and Board of Directors
- Continually communicate status of ERSEA with parents, management, staff and community

### Parent Engagement

- Establish working relationships with families and can train, support and monitor staff in relationship building processes
- Assist with implementation of family development activities, coaching, consulting, educating and volunteer training
- Monitoring the home visits and parent activities of the Family Engagement Professionals
- Support health, safety, nutrition, multiculturalism, and social skills activities to be implemented in the lesson plans.
- Support identified attendance/crisis concerns and adding family support if needed

<b>Job Title:</b>	Family Engagement Manager
<b>Reports To:</b>	Program Director
<b>ID:</b>	Laramie County Head Start (LCHS)

- Assure individual family plans are developed and implemented to meet all Head Start component areas including strengths and needs assessments, referrals and training. Family Partnership Agreements, health, mental health, transportation and social service needs of children and families
- Ensure plans are implemented with culturally and linguistically responsive techniques; in partnership with families without judgement or bias, recognizing and respecting individual differences and backgrounds including development and promotion of male & fatherhood engagement; parent leadership including support of Policy Council and engagement in parent committees (Parent Network)
- Provide case consultation and crisis intervention supervision; Coordinate referrals to outside agencies; Assure principles of case management and integration of services are applied throughout service-delivery option to families; support the removal of barriers for families to participate in services
- Develop, update, review, monitor and evaluate parent involvement/engagement, parent education, resource and referral, comprehensive supports that meet all components of Head Start including social services plans and provide on-going monitoring. Make recommendations for corrective action as needed and on-going development
- Implement parent activities individually or in groups in response to their indicated interest areas based on Things in My Culture, Strengths and Opportunities, Family Partnership Agreements
- Develop partnerships with community agencies to assure resources are available and accessible to Head Start families; Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures, plan and implement adjustments as necessary;
- Serve as a liaison between the Head Start program and other community programs providing services to low-income families
- Responsible for on-going monitoring including regular site visits to assure each enrolled family receives the support and services required by Performance Standards; that family needs are assessed and that all identified concerns receive appropriate follow-up to resolution; and that program goals and objectives are met
- Support through training, modeling, and monitoring coordinated holistic communication to families for efficient delivery of information, referral services, health follow-up and trainings

**Community Engagement**

- Educate and recruit community through public service announcements, radio, television, mailings, newspapers and social media
- Recruit volunteers from both families within our program and community members and groups
- Facilitate volunteer training on opportunities
- Network communication of data based results of school readiness, family outcomes and other Head Start results and facilitate engagement and leadership for/with low-income families and children
- Attend community meetings, open houses, other events, and facilitate community meetings at Head Start (i.e. Family Engagement Committee and Planned Language Approach Committee)
- Maintain an updated Family Resource Guide, train and support the staff and families to use the resources within the community; determine if resources referred are kind, of quality, timely and met family expectations and report to community and staff; oversee and ensure accuracy of documentation in written and computer systems
- Network and advocate within the community for services to be kind, of quality, timely and meet the needs of low-income families
- Supervise and evaluate assigned community volunteers
- Support achievement of in-kind goals

**Management Responsibilities**

- Participate in the selection and training of staff
- Supervise and evaluate assigned staff
- Conducts monthly one-on-one meetings with subordinate staff to maintain communication and give feedback to staff
- Develops subordinates skills and encourages growth;
- Continually works to improve supervisory skills
- Participate in the development of the Head Start budget and grant(s);
- Arrange for the collection of data as needed to ensure compliance with pertinent legislation, regulation, and laws; ensure timely and accurate reporting of data to Federal and State authorities. Analyze data for evaluating, planning and

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<b>ID:</b>	Laramie County Head Start (LCHS)

improvement of services

- Meet regularly with the Program Director, management team, Family Engagement Professionals, and Family Engagement Assistant; meet with other staff and consultants as needed. Schedule and/or attend staffmgs, parent meetings, in-service and pre-service meetings, trainings and other meetings as appropriate and assigned
- Works closely with and communicate effectively with the Program Director and management team to ensure that the program systems are working effectively and any issues are promptly addressed
- Works with the Program Director and management team to control program quality and maintain program accountability
- Work jointly with the management team to develop program strategic planning
- Maintain attendance records for staff and helps to coordinate substitutes when needed
- Ensures accurate Program Information Reports, Community Service Block Grants reports, self-assessments, monitoring protocol, compliance monitoring; Strengths, Weaknesses, Opportunities and Threats (SWOT) assessment and other supports for grant services of Head Start
- Responsible for processing complaints and initiating corrective actions

**General Duties**

- Provides an environment that values cultural diversity; demonstrate the highest standards of personnel integrity, honesty, and fortitude in all Community Action activities
- Ensures that required information is shared among staff and management team according to the written communication system; relate professionally and tactfully with program participants, co-workers and community
- Responsible for meeting assigned deadlines
- Responsible for completing monthly reports and include progress toward goals and objectives
- Compose Quarterly newsletter articles
- Participates on various boards and committees in the community representing Head Start
- Responsible for reporting child abuse and neglect in compliance with applicable State and local laws. Ensures that all subordinate staff and families receive annual training in this area including preventions processes, child development, and their roles and responsibilities to prevent and report child abuse and neglect. Establishes methods for working with cases of suspected or known child abuse and neglect which are in compliance with applicable Federal, State and local laws.
- Maintain professionalism , confidentiality and be a leader for staff, maintain thorough and objective documentation in regard to family and community work

**EDUCATION & EXPERIENCE**

- Bachelor's degree in one of the following areas; early childhood, child development, social work, psychology, adult education or other human services field preferred.
- Minimum of 2 years of supervisory experience and project coordination or any equivalent combination of experience and training which provides the required knowledge , skills and abilities
- Experience in human services setting including working with low-income children and families of diverse backgrounds.
- Must possess, or be willing to attain certification in infant/child and adult CPR and First Aid, and Child Development Associate, and continue professional development
- Previous experience in working with pregnant mothers and children between birth and age 5 in a school or child care setting is preferred.
- College course work in Early Childhood Education or development is a plus.

**SUPERVISORY REQUIREMENTS**

- Supervises Family Engagement Professional Center-based and Family Engagement Assistant
- Interns (as necessary)
- Foster Grandparents and volunteers

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### **KNOWLEDGE & SKILLS**

- Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs
- Principles and practice of case management and crisis intervention programs
- Principles of supervision, training and performance evaluation
- Develop and implement social services supervisory procedures
- Recommend and implement goals, objectives, and practices for providing effective and efficient programs and services
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals
- Prepare clear and concise administrative reports
- Ability to communicate the principles, philosophy and practices of Head Start and advocate for the program.
- Possess an understanding of Head Start Performance Standards, Head Start Act, local, state and federal rules and regulations to design plans to support services, monitor and train for compliance.
- Has knowledge of effective relationship-building practices, and understands families are vital to children's development and learning.
- Uses different program data sources to inform and work with parents and expectant families.
- Identifies and reflects on personal values, experiences, ethics, and biases (e.g. gender, racial, ethnic, cultural, or class) in order to become self-aware and more effective in working with different groups of people.
- Understands the value of reflective supervision for personal and professional growth.
- Effectively utilizes supervisory feedback, educational opportunities, and technical assistance resources to improve individual skills and knowledge.
- Understands the proper steps to ensure family and child safety, when safety is threatened.
- Has knowledge and awareness of the signs of depression, trauma, homelessness, domestic violence, mental illness, and/or other challenges presented to families for parents and expectant families.
- Has an extensive knowledge of social service and community resources for families (e.g. health, mental health, nutrition, financial literacy, education) and understands how to match community and program resources to family interests and needs.
- Can communicate with families and educate, parents, staff and community about the importance of health, mental health, and child development services for children's ongoing learning and development.

### **PHYSICAL & ENVIRONMENTAL REQUIREMENTS**

- Must possess stamina remain seated for extended periods.
- Must occasionally lift and/or move up to 50 pounds.
- Ability to stand, walk, climb or balance, stoop, kneel, crouch, or crawl.
- Must be able to occasionally tolerate exposure to outside weather conditions.
- Must be able to tolerate diverse environmental workspaces.
- Must comprehend and interpret written reports of a technical nature.
- Must operate a computer, telephone, keyboard and other office equipment.
- Must be able and willing to drive in a variety of weather conditions.
- Must be able to adapt quickly to changing demands, stressful situations, and multiple priorities.

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**OTHER REQUIREMENTS**

- Responsible for a safe, healthy learning environment by following all health, safety, and sanitation rules.
- Responsible for ensuring that children are supervised and ratios are followed at all times.
- Maintains a positive attitude when working with children and their families, keeping the focus on safety and a comfortable learning environment.
- Professional demeanor, attendance/punctuality, appearance and hygiene.
- Ability to negotiate effectively and utilize conflict resolution skills
- Must possess strong intrapersonal, verbal and written skills, and customer service skills.
- Occasional evening and weekend work hours; ability to travel to include extended days and overnight stays.
- Must be able to pass State of WY Division of Criminal Investigation and Department of Family Services Central Registry background checks.
- Must complete/pass First Aid and CPR course annually.
- Must design and progress in a professional development plan.
- Must complete TB test prior to hire and Physical within 90 days of hire, and complete each annually thereafter.
- Must abide by signed Confidentiality and Ethics Statements.
  
- Must assure that program goals are met.
- Must perform duties with minimal supervision.
- Must comply with CALC Personnel Policies, Head Start Program Performance Standards, the Head Start Act, local, State, and Federal rules and regulations.
- Must participate in meetings and trainings (including mandatory training periods).
- Must maintain a valid driver's license and be insurable by CALC insurance provider.
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**ADMINISTRATIVE APPROVAL**

APPROVED BY \_\_\_\_\_ *Date*

**BOARD APPROVAL**

APPROVED BY \_\_\_\_\_ *Date*