

SEQUATCHIE VALLEY PLANNING AND DEVELOPMENT AGENCY

JOB DESCRIPTION

Position: Family Service Worker

Reports To: Family & Community Partnerships Manager

Supervisory Responsibility: This position has no supervisory responsibility.

Salary Scale: \$11.32 to \$18.17 per hour

Summary / Objective

The Family Service Worker (FSW) is responsible for recruiting and enrolling income-eligible children and families for the program, as well as representing the program as a community resource in delivery of high-quality social services. The FSW works hand-in-hand with teachers to foster child and family well-being. The FSW builds trusting relationships with families and provides services that are responsive to each family's individual living situation, cultures, beliefs, values, languages, practices, and traditions. The FSW helps families identify their strengths and available resources to work toward their goals for their children's development and family's well-being.

Essential Functions

1. Participate in Agency training events, center staff meetings, and other training events and meetings as required;
2. Identify and recruit Head Start-eligible families and children, including children with disabilities and underserved populations;
3. Maintain funded enrollment level in accordance with enrollment requirements;
4. Maintain attendance records, communicate absences with teaching staff; provide appropriate follow-up when absences are frequent and communicate with the ERSEA Specialist;
5. Assess each family's need for social services, develop a plan that responds to the family's needs; deliver and/or coordinate the delivery of needed social services for each family;
6. Develop individualized Family Partnership Agreements (FPA) that describe the family's goals, strengths, responsibilities and timetables and strategies for achieving these goals; review and revisit with families so the FPA remains current and useful;
7. Provide comprehensive community resource information to families, individualizing to respond to the family's needs and concerns to the maximum extent possible;
8. Establish and maintain ongoing collaborative relationships with community organizations responsive to the concerns of the families of children birth to age 5, pregnant women and their families; participate in community awareness events;
9. Conduct home visits and contact families as needed or required by the agency plans and procedures;
10. Identify crisis situations, such as child abuse and lack of basic needs, making referrals and follow-up;
11. Implement the parent engagement and education program, supporting the parents in their role as the primary influence in their children's lives;
12. Encourage parent volunteerism throughout the program; plan and implement parent meetings; encourage and assist parents with Policy Council involvement; document in-kind contributions;
13. Assist parents with the process of transition into Head Start/Early Head Start Program and from Head Start to other educational settings;
14. Encourage, monitor and record the timely delivery of medical, dental, mental health and nutrition services to children; seek assistance on assisting families as needed;

15. Promote child and family wellness and the establishment of a medical and dental “home” for each enrolled child;
16. Review child and parent medical and dental information with the Health Services Manager on a regular basis;
17. Assist families with transportation to health and/or social services or other program-related appointments as required;
18. Collect child and family data and accurately enter into program software in a timely manner;
19. Cooperate with other staff and classroom groups to maintain the smooth functioning of the center, which at times may require changes to meet the needs of the children;
20. Act as a teaching team substitute/resource, frequently providing breaks;
21. Perform other duties, as assigned.

The above statements are intended to describe the general nature and level of work performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed in such a position.

Competencies

1. Successful experience working in a team setting;
2. Ability to present a positive image of the organization to members of the community;
3. Ability to plan, organize, and implement position requirements;
4. Experience successfully working with a culturally diverse staff and clients;
5. Effective interpersonal, oral, and written communication skills;
6. Proficient use of computer applications, including word processing, data-entry into web-based software applications, and email communication;
7. Maintain confidentiality, respecting the rights of children, families, and staff.

Work Environment and Physical Demands

1. Possible exposure to blood and bodily fluids or tissues;
2. Possible exposure to communicable diseases;
3. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing all day.
4. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.
5. This position is regularly required to talk and hear.
6. Smoking and tobacco use, to include smokeless products and e-cigarettes, is prohibited on all agency premises, vehicles, meeting places, and during home visits. Early Head Start staff members are required to keep a change of clothing at the center if they smoke at home.

Position Type and Expected Work Hours

This is a full-time position scheduled to work Monday through Friday for 7.5 to 8 hours per day, depending on program/center assignment. Family Service Workers assigned to Head Start centers work a 10-month schedule. Family Service Workers assigned to Early Head Start centers work an 11-month schedule.

Occasional overnight travel is required for training events. Some travel is required within our five (5) county service area for training events and center visits. Ongoing training is required.

Required Education and Experience

Family Service Workers hired before November 7, 2016 must have:

- a minimum of a high school diploma, and
- at least two years’ experience working with families or children in meeting social service needs, and
- basic computer and electronic recordkeeping skills.

Family Service Workers hired after November 7, 2016 must have, within 18 months of hire:

- a credential or certification in social work, human services, family services, counseling, or a related field, and
- at least two years’ experience working with families or children in meeting social service needs, and
- basic computer and electronic recordkeeping skills.

Preferred Education and Experience

- An associate’s or bachelor’s degree in in social work or a closely related field from a regionally accredited institution
- Extensive experience working with families or children in meeting social service needs
- High level computer and electronic recordkeeping skills
- Commercial Driver License (CDL) holder
- Spanish-speaking skills or dual language learner training

Work Authorization / Clearance

Documentation must be received, within ten (10) days of employment, by a licensed physician, nurse practitioner, or physician’s assistant, verifying that the employee is physically, mentally and emotionally capable of safely and appropriately providing care for children in a group setting. The documentation must also verify that the employee does not, because of communicable disease, pose a significant risk to the health or safety of others in the program that cannot be eliminated or reduced by reasonable accommodation, in accordance with the Americans with Disabilities Act and section 504 of the Rehabilitation Act. Employees must be re-examined periodically as determined by the health care provider.

The employee must have been screened and, if necessary, tested and medically cleared for tuberculosis prior to having contact with children.

Verification of criminal and juvenile background check results, the vulnerable person’s and sex offender registries results, and results of a review of the protective services records of the Departments of Children’s and Human Services must be received prior to employment and every five (5) years thereafter.

A pre-employment drug screen is required for all employees. All employees are subject to reasonable suspicion testing and certain positions require random testing.

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee Signature _____ Date: _____

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