

SER – JOBS FOR PROGRESS NATIONAL, INC.

SER is a National network of community-based employment and training centers located in 19 states, the District of Columbia, and Puerto Rico. SER's primary focus is to empower socially and economically disadvantaged Americans, especially Hispanics, with the knowledge, skills, and abilities that will prepare them for full participation in American society.

JOB ANNOUNCEMENT

TITLE: Family Services Specialist

REPORTS TO: Head Start Director

FLSA STATUS: Exempt

SUMMARY: Family Services Specialist is responsible for assisting in the planning, monitoring and implementation of Family Support & Health systems and services. Under the direction of the Head Start Director, the Family Services Specialist also assigns tasks, provides resources, coordinates referrals and offers supervisory support to Family Advocates.

DUTIES AND RESPONSIBILITIES:

- Assists in recruitment planning and full implementation of the ERSEA and Family Partnership systems.
- Recruits and enrolls children and expectant families using the established priority and eligibility systems. Coordinates and organizes program wide waiting list.
- Meets with the Child & Family Services Managers, family advocates and/or others as needed to carry out responsibilities.
- In the absence of the Child & Family Services Managers, provides direct managerial oversight to staff with regard to assignment of duties, requests for vacation, sick, comp or personal leave and completion of payroll.
- In coordination with the Child & Family Services Managers, provides supervisory support to staff in regard to professional development plans, performance reviews and disciplinary action.
- Supports Family Advocates in case management, transition and staffing for implementing services to HS/EHS children and families.
- Assists in conducting and facilitating Family Services staff meetings, training and updating manuals
- Conducts file audits and provides appropriate feedback to staff.
- Represents HS/EHS positively with businesses and community agencies.
- Works collaboratively with agency staff, program partners and community agencies to provide comprehensive delivery of child development, health, disability, family support, referral and crisis intervention services to families.
- Maintains and respects families', program and staff confidentiality.
- Supports parents in parent involvement and volunteer efforts.
- Provides and promotes parent training and educational activities in areas such as: child development, health, mental health, substance abuse, domestic violence, childbirth, family literacy, parenting, money management and child abuse and neglect.
- Assists in conducting hearing & vision screenings for newly enrolled HS/EHS children.

- Complies with Head Start Performance Standards, CPS licensing requirements, CPS mandated reporting requirements, and all other local, state and federal regulations.
- Compiles and maintains accurate family demographic and enrollment reports.
- Participates in Professional Development experiences including participating on program quality improvement and evaluation committees.
- Uses available technology to increase efficiency, maintain accurate up to date records and accurate up to date reports.
- Performs other duties as assigned.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Assists with professional development assessments, performance reviews and corrective action plans.
- Participates in the selection, interview, hiring and orientation process of new employees.
- Participates in investigations of violations of policies and procedures and the grievance process.
- Completes payroll data entry. Monitors and approves staff time, travel and reimbursement requests.

EDUCATION / EXPERIENCE:

- Bachelor's degree in Social Work or related field with 3 years direct service experience.
- Willingness and ability to learn and practice sound supervisory skills.
- Ability to prioritize and handle emergency situations.
- Experience working with low-income families and diverse populations.
- Knowledge of local community resources.
- Must be at least 21 years of age with a valid driver's license, car and insurance.
- Must be able to communicate professionally (written, verbal and listening) with individuals and groups at all levels both internally and externally.
- Must possess strong skills in the use of common office software for word processing, spreadsheets and data bases. Ability to learn the use of web-based systems.
- Must be able to travel to meetings, families' homes and other program sites.
- Respect for family and staff confidentiality.
- Must obtain hearing and vision screening certification.
- Must meet all requirements for child care staff as defined by the Texas Department of Child Protective Services

Please send your resume and a cover letter with salary requirements to HR@ser-national.org