

**North Coast Opportunities, Inc.**  
**413 North State Street, Ukiah, CA 95482**

**JOB DESCRIPTION**

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| <b>I. POSITION TITLE:</b>                       | <b>Family Support Specialist Associate, I – III</b> |
| <b>II. PROGRAM:</b>                             | Head Start Child Development Program                |
| <b>III. REPORTS TO:</b>                         | Site Supervisor                                     |
| <b>IV. SUPERVISORY RESPONSIBILITY:</b>          | No  |
| <b>V. FLSA/IWC STATUS:</b>                      | Non-exempt  |
| <b>VI. GENERAL DUTIES AND RESPONSIBILITIES:</b> |   |

Provides support to families enrolled in the HSCDP program. Responsible for ensuring compliance with all required Head Start Performance Standards in the area of family partnership, parent education, health, nutrition, family mental health and disability services. Ensures that all required timelines are met.

**VII. JOB DUTIES & RESPONSIBILITIES:**

1. Responsible for the health and safety of children enrolled at the site while under our care.
2. Participates in regular reflective supervision sessions and self-assessment to promote ongoing professional development.
3. Responsible for community outreach and recruiting families for the center & entire program. Maintains a waiting list that meets the requirements of the program.
4. Provides and conducts home visits per program procedures with parents as needed and documents all communication with them.
5. Provides Triple P services to families including parenting education, individually or in a group setting. Participates in Triple P training sessions.
6. Assists families in completing HSCDP enrollment paperwork.
7. Assists families in completing the Family Partnerships process by assessing the strengths & needs, developing goals and making appropriate referrals for all families in their caseload; follows up on all community referrals.
8. Works with site staff to track the attendance and absences of each child as required in the procedures manual and to coordinate services to families.
9. Assists parents in completing all health requirements and activities as required and makes appropriate health related referrals. Tracks all health requirements.
10. Provides parents with health, dental, and nutrition education as well as other information individually or in a group setting.
11. Acts as a liaison between community resources and families.
12. Thoroughly and accurately completes required paperwork within established timelines.
13. Participates in team, case management and child study meetings for children and families in consultation with the Lead Teacher to coordinate services for the families.
14. Works with Education, Disabilities, Mental Health team to understand and provide information to parents about assessments, screenings, disabilities and mental health.
15. Assists and mobilizes parents in the role of volunteer for the classroom and other program activities.
16. Assists in facilitating site parent meeting and provides guidance in the election and training of parent committee officers.
17. Responsible for insuring that all available In-Kind is generated, collected, tracked and documented.
18. Assists in the classroom, when needed, including covering Teacher breaks.
19. Maintains confidentiality at all times.
20. Attends meetings, trainings, and conferences as necessary.
21. For bilingual employees, performs all job duties utilizing dual language ability as necessary to provide optimum support and services for clients and HSCDP staff.
22. Aligns work behaviors in conformance with NCOs Mission, Vision and Values.
23. Work Habits:
  - Arrives to work on time and obtains approval from supervisor for any changes in work schedule or absences.
  - Is able to stay focused on the job.

- Takes pride in creating a positive, efficient work environment.
  - Treats co-workers and clients with respect.
  - Represents NCO and its programs to the community in a positive light.
  - Is able to positively adapt to change.
  - Dresses appropriately for the job.
24. Other duties as assigned

## VIII. JOB QUALIFICATIONS

### **Family Support Specialist Associate**

1. Must have completed a minimum of 6 units in Human Development or Child Development.
2. Must obtain certification in social work, human services, family services, counseling or related field within 18 months of hire.
3. Must complete 3 additional units of Early Childhood Education (ECE) within 2 years of hire in order to meet Community Care Licensing regulations.

### **Family Support Specialist I**

1. An Associate's degree in Human Development or related field is required.
2. Must have completed a minimum of 6 units in Early Childhood Development.
3. Prior experience working with low income families is preferred.
4. Experience effectively facilitating groups is preferred.

### **Family Support Specialist II**

1. Must meet Family Support Specialist (FSS) I qualifications.
2. Must have completed 12 additional units above an Associate's degree in the area(s) of social services, psychology, human development, drug & alcohol certification, or other related area.
3. Prior experience working with low incomes families is preferred.
4. Experience effectively facilitating groups is preferred.

### **Family Support Specialist III**

1. A Bachelor's degree in Human Development or a related field is required.
2. Must meet other additional unit requirements of FSS I and FSS II.
3. Prior experience working with low income families is preferred.
4. Experience effectively facilitating groups is preferred.

### **Family Support Specialist Associate, I-III**

1. Ability to motivate, and engage and work effectively with parents and other adults as well as with children from a variety of socio-economic backgrounds.
2. Able to maintain professional relationships with families.
3. Demonstrated skills in written and oral English communication.
4. Ability to work flexible hours for weekend or evening activities as needed.
5. For work-related driving, employee must have: a current, valid California driver's license; a driving record that demonstrates the employee is a safe, appropriate driver as verified by a DMV print out; and, proof of personal automobile insurance; or reliable transportation with proof of automobile insurance.
6. Pre-employment and periodic health screenings and T.B. tests are required, the results of which must be within acceptable ranges to attain and maintain employment.
7. Must comply with regulatory immunization requirements.
8. Must complete a Criminal Record Clearance prior to employment to confirm eligibility to work in a licensed child care facility.
9. Bilingual Spanish-English preferred.

## **WORK ENVIRONMENT/PHYSICAL DEMANDS**

1. While performing the duties of this job, the employee is regularly required to talk, hear, listen, and communicate clearly.
2. The employee frequently is required to sit; use hands to fingers, handle or feel objects, use manual and automatic office equipment, and reach with hands and arms.
3. The employee is occasionally required to stand; bend; reach down and stretch overhead; walk; climb or balance; and stoop, kneel, crouch, or crawl.
4. The employee may frequently lift and/or move up to 25 pounds unassisted and may occasionally move and lift heavier materials with assistance using ergonomic guidelines.

5. Specific vision abilities required by this job include close and distance vision, peripheral vision, depth perception, and the ability to adjust focus.
6. The ability to travel during the day and/or night, sometimes long distance – possession of a valid California Driver's License and access to an insured vehicle may be required occasionally.
7. The employee may occasionally use kitchen equipment and implements that can be heavy, hot or sharp, as well as cleaning and sanitizing products.
8. The employee may occasionally use computers, printers, telephones and other similar electronic office equipment.
9. The environment at the assigned sites can be noisy and includes the comings and goings of small children and their families.

*Note: This class specification should not be interpreted as all-inclusive. It is intended to identify the core essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA) or California FEHA. Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.*

Program:	Head Start
Position:	Family Support Specialist Associate - III for Lakeport site
Rate of Pay:	\$ 12.13 - \$ 19.94 per hour (Depending on Qualifications)
Hours:	30 hours per week, 9 months/year
Benefits:	<p>Paid holidays, vacation and sick leave. Medical, Dental, Vision &amp; life insurance coverages available within 60 days of hire (Must work 30 hrs/wk or more).</p> <p>Employee Assistance Program (all members of household are covered) available within 60 days of hire. Discounted membership in Reach is available with payroll deduction. Eligible to participate in 401(k) retirement plan within 90 days of hire, and for employer contribution &amp; matching program upon qualifying.</p>
To Apply:	<p>Please complete and return an NCO employment application by the closing date. Applications are available on the NCO website at <a href="http://www.ncoinc.org/about-us/jobs/">www.ncoinc.org/about-us/jobs/</a>, by calling 707.467.3200, or at the NCO main office, 413 N. State Street in Ukiah.</p> <p>For positions requiring ECE or CDV units transcripts must be attached with your application to be considered.</p>
Application Closing Date:	Open until filled
Submitting an Application:	<p>Applications accepted only at the NCO main office. Postmarks are not accepted.</p> <p>By mail or hand delivery:  NCO, Inc.  Attn: Human Resources  413 N. State St., Ukiah, CA 95482</p> <p>By FAX: 707.467.3213  By Email: <a href="mailto:HumanResources@ncoinc.org">HumanResources@ncoinc.org</a></p>
NCO is under no obligation to hire from this solicitation.	
North Coast Opportunities, Inc. is an Equal Opportunity Employer.	
For Head Start Child Development Program positions please see the NOTICE included with the Employment Application regarding Department of Justice clearance requirements.	