

## Open Position

<b>Program:</b>	<b>Head Start Child Development Program, Ukiah</b>
<b>Position:</b>	<b>Family Services Coordinator I-II Bilingual (English/Spanish) Preferred</b>
<b>Rate of Pay:</b>	<b>\$19.40 to \$22.22 per hour (Depending on Qualifications)</b>
<b>Hours:</b>	<b>40 hours per week, 12 months/year</b>
<b>Benefits:</b>	<p><b>401(k) Retirement Plan Paid Health Leave Paid Vacation and Holidays Medical, Dental, Vision and Life Insurance Employee Assistance Plan</b></p> <p><i>401(k) Retirement Plan all NCO employees eligible to participate upon hire. Medical, Dental, Vision, Life Insurance (within 60 days of hire) for regular status employees working 30 or more hours per week. Paid vacation and holidays for regular status employees.</i></p>
<b>Application Closing Date:</b>	<b>Open Until Filled</b>
<b>To Apply:</b>	<p><b>A completed NCO Employment Application form is required to apply.</b> The application form is available at our website: <a href="https://www.ncoinc.org/join-our-team/">https://www.ncoinc.org/join-our-team/</a> or by calling 707.467.3200, or at the NCO main office, 413 N. State Street in Ukiah.</p> <p><b>Education Transcripts for positions that require ECE or CDV units must be attached with your application to be considered.</b></p>
<b>Submitting an Application:</b>	<p>By Email: <a href="mailto:HumanResources@ncoinc.org">HumanResources@ncoinc.org</a> By FAX: 707.467.3213 By mail or hand delivery to: NCO, Inc., Attn: Human Resources 413 N. State St., Ukiah, CA 95482 <i>Applications must be received by NCO by the closing date. Postmarks are not accepted.</i></p>
NCO is under no obligation to hire from this solicitation.	
North Coast Opportunities, Inc. is an Equal Opportunity Employer.	
<b>All applicants for Head Start Child Development Program positions must review the NOTICE on page 6 of the NCO Employment Application that includes the background screening and health screening requirements</b>	

*See our Website for full job description details & to print application*

[HTTPS://WWW.NCOINC.ORG/JOIN-OUR-TEAM/](https://www.ncoinc.org/join-our-team/)

*Equal Opportunity Employer*

*We invest in people through community action.*

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

<b>POSITION:</b>	<b>FAMILY SERVICES COORDINATOR I-II</b>
<b>PROGRAM/DEPARTMENT:</b>	<b>HEAD START CHILD DEVELOPMENT PROGRAM</b>
<b>REPORTS TO:</b>	<b>FAMILY SERVICES MANAGER</b>
<b>SUPERVISORY RESPONSIBILITY:</b>	<b>NO</b>
<b>FLSA/IWC STATUS:</b>	<b>NON-EXEMPT</b>
<b>WC CODE:</b>	<b>9059</b>

**I. GENERAL DUTIES AND RESPONSIBILITIES**

This position is responsible for the implementation of the Family and Community Partnership Service Area Plans, which include providing comprehensive, integrated services to Head Start Child Development Program (HSCDP) children and families. Ensures accountability in family and community partnerships for the program. Serves as a resource to staff, community, and parents. The primary duties of this position require a high level of collaboration, and excellent communication and organizational skills. This position requires knowledge of current Head Start/Early Head Start Performance Standards and local family support resources as well as a high level of professionalism and emotional intelligence.

**II. JOB DUTIES AND RESPONSIBILITIES**

1. Ensures the Family Services and Home-Based program areas are in compliance with the Head Start/Early Head Start Performance Standards.
2. Supports group socializations.
3. Assists Family Support Specialist (FSS), Home Based Educator (HBE), and other site staff with locating resources in the community; monitors referrals and services received.
4. Observes Parent Events; ensures Performance Standards related to parent event/education meetings and activities are met; identifies opportunities to provide coaching, training and support to sites in these areas.
5. Promotes Parent, Family and Community Engagement at all levels of the program; is actively involved in the recruitment and training of Parent Officers, Program Policy Council (PPC) representatives and alternates.
6. Coordinates parent attendance and meals for PPC meetings and various training sessions.
7. Participates in the development, periodic revision, and updating of parent information, the service area plans, and relevant policies, procedures, and forms.
8. Implements the Recruitment Plan with the Family Services Team and HSCDP Staff; leads recruitment activities; coordinates parent volunteer recruiters.
9. Participates in family recruitment and outreach and assists families in completing applications; monitors site recruitment reports.
10. Builds relationships with community partners and makes presentations about the program.
11. Assists with updating some Memorandum of Understanding (MOU).
12. Assists with the distribution and collection of the parent and family documents, surveys, and assessments as assigned.
13. Attends various meetings to review service delivery processes; facilitates meetings or trainings as directed.
14. Attends Case Management meetings; assists staff and parents with reaching school readiness goals and family outcomes.
20. Performs data entry and tracking, monitoring and recordkeeping tasks; drafts and distributes various reports as requested.
21. Responsible for generating, collecting, and documenting In-Kind.
22. For bilingual employees, performs all job duties utilizing dual language ability as necessary to provide optimum support and services for clients and HSCDP staff.
23. Aligns work behaviors in conformance with NCOs Mission, Vision and Values.
24. Work habits:
  - Arrives at work on time and obtains approval from supervisor for planned absences or any changes in work schedule.

- Treats co-workers and clients with respect.
- Maintains a high level of confidentiality in all aspects of work and in alignment with all Agency and program policies and procedures.
- Follows the NCO Injury, Illness and Prevention Plan, as well as all Agency and program safety protocols, procedures, and policies
- Represents NCO and its programs to the community in a positive light.
- Is able to stay focused on the job.
- Takes pride in creating an efficient, collaborative work environment.
- Is able to effectively adapt to change.
- Dresses appropriately for the assigned job duties and responsibilities.

25. Other duties as assigned.

### III. JOB QUALIFICATIONS

#### Education, Training and Experience:

- A high school diploma or equivalent is required at a minimum; an associate degree from accredited school in Human Services or a related field is required for Level II.
- A minimum of one year of experience working with low income families (preferred).
- Prior experience successfully teaching, training, mentoring and/or coaching adults preferred (Level II – required).

#### Knowledge of:

- Principles and practices of effective interpersonal communications.
- Child development and early childhood education.
- Principles of adult learning and family dynamics.
- Local community resources related to children and families.
- Computer operations as relates to the duties of the position including Microsoft Outlook, Word and Excel, as well as general use of the internet and cloud-based applications.
- Head Start Performance Standards (Preferred)

#### Ability to:

- Motivate, engage, and work effectively with other adults, parents, and children.
- Interact with others in a culturally and emotionally appropriate manner.
- Maintain professional, cooperative working relationships.
- Understand and carry out oral and written instructions.
- Communicate clearly and appropriately both verbally and in writing in English (required); bilingual ability (English/Spanish) preferred.
- Organize duties and tasks to meet established deadlines.
- Use established systems to compile and analyze data.
- Perform data entry for brief periods of time.
- Be effective working independently and as a collaborative team member.
- Prepare and give presentations in various settings using audience-appropriate methods and technologies.
- Work a flexible schedule to accommodate attending scheduled work events and professional development opportunities.

#### Necessary Special Requirements:

- Must be at least 18 years of age.
- For work-related driving, must have a valid California driver's license, a verifiable good driving record, and access to a vehicle with insurance that covers the employee as a driver OR reliable transportation with proof of automobile insurance.
- Employment is contingent on completion of a pre-employment health screening, and meeting TB test and regulatory immunization and vaccination requirements related to work in a Head Start Program and a licensed child care facility.
- Employment is contingent on receipt by program of a Criminal Record Clearance confirming eligibility to work in a licensed childcare facility.

## **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 finger, handle or feel objects, use manual and automatic office equipment, and reach with hands and arms.
3. The employee is regularly required to stand; bend; reach down and stretch overhead; walk; climb or balance; and stoop, kneel, crouch, or crawl.
4. The employee may regularly 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 state issued driver's license and access to an insured vehicle is required.
7. Interaction and contact with outside agencies, vendors, funders, volunteers, donors and contributors is a frequent aspect of this job.
8. The employee will frequently use computers and computer printers, telephones and other similar electronic office equipment.
9. The employee may regularly use kitchen equipment and implements that can be heavy, hot or sharp; as well cleaning and sanitizing products.
10. The environment can be noisy and include 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.*