

Position Title: Family Service Worker

Code:

Department: ECSES

Group: LEB HS

Reports to: Services Coordinator

Date:

PURPOSE OF POSITION:

The Lebanon County Head Start Family Service Worker is responsible for the recruitment and enrollment of eligible families, the assessment of needs and the provision of ongoing support to children and families.

ESSENTIAL FUNCTIONS:

All job functions are to be executed through the lens of high quality customer service. Customers are defined as both internal and external clients. Examples demonstrative of high quality service may include, but are not limited to, the following:

- ***prompt responsiveness to inquiries***
 - ***professional and courteous verbal and nonverbal communication***
 - ***proactive problem solving***
1. Provide ongoing recruitment and enrollment of eligible children, as well as communicate program information to interested families and community partners.
 2. Complete a comprehensive, strength based assessment with families on assigned caseload and utilize this information for support and referrals as indicated.
 3. Develop a Family Partnership Agreement with assigned families to support the family's achievement of targeted goals.
 4. Monitor the health components of children on assigned caseload, including physical health, dental health and mental health, to ensure program requirements are met and families are aware of necessary resources.
 5. Participate in the planning and execution of parent meetings, parent training and specialized parent groups.
 6. Maintain ongoing and regular contact with education staff in order to serve as the liaison between the classroom staff and family in regard to attendance, social service and behavioral health concerns.
 7. Report emergency situations and cases of child abuse/neglect to Services Coordinator for follow-up with community agencies.
 8. Serve as an advocate for families in internal and community based meetings, as well as support effective transitions for children to other programs.
 9. Demonstrate culturally competent practice by having an awareness of a wide spectrum of community resources, as well as by delivering services in languages other than English as necessary.

This is not a complete itemization of all facets of this position.

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10. Adheres to the established work schedule through regular and consistent attendance.
11. Contributes to the effective team management of all problems, issues, and, opportunities.
12. Other duties as assigned.
13. Follows all federal, state and local laws/ requirements pertaining to privacy practices, including but not limited to, FERPA and HIPAA. In addition, knows, observes and adheres to all LLIU policies and procedures.

MARGINAL FUNCTIONS:

Marginal Function will vary with the specified assignment and depend on the particular unit function for which the person is responsible.

KNOWLEDGE & SKILL REQUIREMENTS:

Education: Bachelor's degree in Social Work or related Social Service field

Experience: Experience working with families preferred,

Other: Valid PA driver's license; bilingual (Spanish) helpful

SUPERVISION OF PERSONNEL:

N/A

PHYSICAL/MENTAL/ENVIRONMENT:

Physical Demands:

Activities: Sit: 35%
Walk/stand: 65%
Driving to other locations: Local travel on a daily basis

Lifting: Up to 25 lbs.

Vision: Close concentration

Mental Demands: Interpret, analyze and problem solve

Environment: Typical office environment, community (agencies and homes) and classroom environments.