

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: FAMILY ADVOCATE - RESTRICTED

BASIC FUNCTION:

Under the supervision of the Family Health System Supervisor or Family Advocacy Supervisor, advocates for children and families in the Head Start and/or Early Head Start program; conducts outreach, recruitment and enrollment activities; provides case management and social services support; performs health screenings and nutrition assessments; maintains records in accordance with State and Federal Head Start regulations and performance standards; assists families and children in the Head Start program and serves as a liaison between the Center and the home; provides information and communication to program participants and community service organizations.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

Advocates for children and families in the Head Start and/or Early Head Start program; conducts outreach, recruitment and enrollment activities; provides case management and social services support.

Performs health screenings and nutrition assessments; assists with determining student health status including medical, dental and mental health in accordance with age appropriate preventative and primary care schedule; assists parents with assuring and facilitating student compliance; provides information to parents and students regarding age appropriate and primary care schedule.

Provides support to families regarding information and resources to facilitate family needs including emergency and crisis assistance, food, housing, clothing, transportation, education, mental health, substance abuse, child abuse, neglect, domestic violence and occupation.

Performs intakes; notifies families of Head Start Program health expectations; provides information regarding requirements, mandates and policies; reviews applications for required materials; communicates with parents and other interested parties to rectify missing or incomplete information; reviews applications and contact families to offer enrollment in accordance with established guidelines.

Conducts parent meetings; schedules, prepares, facilitates and arranges facilities for parent meetings and education workshops, assists in implementing grant funded programs and workshops; books guest speakers as required; prepares and distributes informational packets; encourages partner agency staff to foster parent involvement and invite community members to parent meetings; provide parents with information regarding responsibilities and program functions and services.

Assist families with preparation with transition from Head Start to kindergarten; recruits students for Edcare and Early Head Start Home based programs; researches and presents information regarding local elementary school events, registrations and transitions; provides information regarding residency enrollment boundaries and requirements; assists parents with completing registration documents as

required.

Recruits Head Start Program students; participates in recruitment events; distributes flyers; communicates with community agencies and schools to facilitate recruitment events; assists parents in completing enrollment packages.

Prepares and maintains a variety of narrative and statistical reports, records and files related to assigned activities, including, but not limited to program requirements and federal reviews; cross-monitors program participants as required; maintains records of files reviewed at partner sites; participates in the review process including panel interviews and site reviews; keeps records, audits, and reviews files and materials, prepares files for other to audit; makes updates and revisions based on audits and reviews.

Assists families with the children signature program sites as assigned; obtains consent forms from parents to participate in the program; prepares and sends reports to First 5 program administrators and the COE.

Enters meal counts and absences; tracks and monitors student attendance records; sends attendance related communications to families; processes, corrects, scans, and audits attendance records and meal counts as needed; scans and sends forms to appropriate staff for processing.

Participates in Inclusion planning meetings related to Inclusion Collaborative projects, as needed.

Assists with creating, and monitoring for compliance, individual health plans for students, as overseen by administrators, including contacting doctors and reviewing medications.

Assist with monitoring nutrition plans for students, including contacting Nutritionist for substitute foods.

Assists with following up with Individual Educational Plans for students; contacts school districts to ensure that assessments occur.

Communicates with administrators, personnel and outside organizations to coordinate activities and programs, resolves issues and conflicts and exchange information; develops and maintains cooperative and effective working relationships with others; networks, establishes, and maintains relationships with community-based organizations.

Operates a computer and assigned software programs; operates other office equipment as assigned; drives a vehicle to conduct work as assigned.

Attends a variety of meetings, including with partner agencies as assigned; may be required to work some weekends; assists with planning and facilitating Math workshops as assigned; plans and conducts Family Services trainings for partner agency staff; provides partner agencies with resources and technical support.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Head Start policies, procedures and regulations.

Community, social and health services agencies, policies, practices and procedures.
Mandated Child Abuse and Neglect reporting procedures.
Family services development.
Family engagement and support services.
State and federal regulations on community action and social services programs.
Health assessment procedures.
Oral and written communication skills.
Applicable laws, codes, regulations, policies and procedures.
Interpersonal skills using tact, patience and courtesy.
Operation of a computer and assigned software.

ABILITY TO:

Determine student health status including medical, dental and mental health.
Provide support to families regarding information and resources to facilitate family needs.
Perform intakes.
Conduct parent meetings.
Assist families with preparation with transition from Head Start to kindergarten.
Recruit Head Start Program students.
Communicate effectively both orally and in writing.
Interpret, apply and explain rules, regulations, policies and procedures, including federate, state, licensing, and program mandates.
Establish and maintain cooperative and effective working relationships with others.
Operate a computer and assigned office equipment.
Analyze situations accurately and adopt an effective course of action.
Meet schedules and time lines.
Work independently with little direction.
Plan and organize work.
Maintain records and files.
Prepare comprehensive narrative and statistical reports.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Graduation from high school supplemented by college-level coursework in social work or related field, and three years of experience working with children, families, community groups and public agencies.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license.
Certification for vision and hearing screening.

May require:

Fluency in English and a second language (Spanish or Vietnamese) as specified by the Santa Clara County Office of Education.
Family Services Credential.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information and make presentations.

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Sitting and standing for extended periods of time.

Walking to conduct recruitment activities.

Approved by Personnel Commission: December 14, 2016



Kristin Olson
Director-Classified Personnel Services

Date: 12/14/16