

SANTA CLARA COUNTY OFFICE OF EDUCATION

POSITION: Substitute/Relief CS Program Assistant

HOURLY RATE: \$18.79/hour

DUTIES AND RESPONSIBILITIES: The Substitute/Relief CS Program Assistant is an on-call, temporary position. The Substitute/Relief CS Program Assistant 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 and nutrition assessments; and maintains records in accordance with State and Federal Head Start Regulations and Performance Standards. Substitute/Relief workers in this position work with families and children in the Head Start program and serve as a link between the center and the home. This class series is responsible for providing information and communication to program participants and community service organizations.

ESSENTIAL/TYPICAL DUTIES: Provides case management services for children and families in the Head Start or Early Head Start program. This includes:

- maintaining regular ongoing contact with parents through home or site visits,
- conducting outreach, recruitment and enrollment functions
- following up on service plans developed by program staff,
- providing support to families and monitor their progress towards goals,
- documenting pertinent health data, maintaining confidential information and current records of family information

Recruits children in the Head Start and/or Early Head Start program

Receives, obtains and evaluates program applications materials including occupational, financial, education and health status information

Explains, interprets and clarifies Head Start program regulations and guidelines; promotes Head Start and Early Head Start program objectives

Acts in a support role as advocate for child and family and provide support for families and children

Provides information regarding health care resources and community service agencies; serves as a liaison between the families and schools, community service agencies and other program staff

Conducts assessment of family needs; assists parents to develop personal goals

If certified, administers the health screening test; evaluates results for referral; provides parents with results and follows up with re-checks

Obtains, updates and assesses individual health information for enrolled children and ensures established dental/medical requirements are met

Reviews and analyzes reports related to enrollment, health, disability and family services

Coordinates parent involvement program activities with parents, plans and coordinates parent meetings; actively supports parent committees and solicits parent involvement (volunteers) in the classroom

Translates oral and written materials from English to a specified foreign language and from a specified foreign language to English

Prepares and distributes routine reports, forms, correspondence and other documents as needed; responds to requests for program information

Participates in program review and self-assessment activities as assigned

Participates and/or attends staff meetings and staff development activities

Operates a computer; inputs, edits and family and health related information using specialized software and manual record-keeping systems

Works with, contributes to and serves as a member of a multi-disciplinary team; confers with teachers, staff and agency representatives regarding assigned functions

Transports children/families when necessary

Performs related duties as required

EMPLOYMENT STANDARDS

Possession of:

A valid California Class C Driver's License

A driving record which meets the County Office of Education's insurance requirements

Knowledge of:

Community social and health services agencies, practices and procedures

State and Federal regulations on community action and Social Services programs

Proper interviewing techniques

Office methods, practices and procedures including record-keeping and filing systems

Health assessment procedures

Working in multi-cultural and multi-ethnic communities

Proper English including grammar, punctuation, spelling and sentence structure

Ability to:

Understand, follow and adhere to State and Federal Head Start and Early Head Start regulations, performance standards and guidelines

Remain abreast of emerging issues social services and health care

Organize work assignments to meet established deadlines

Establish, prepare and maintain reports and systematic (database) records related to assigned functions

Work closely with families (including those with special needs) of diverse cultural, racial and ethnic backgrounds

Interview family applicants, perform family assessments, develop family partnership agreements and refer families to community resources

Interact with the general public, parents, staff and representatives of community agencies with tact and courtesy

Analyze situations accurately and adopt an effective course of action

Operate standard office equipment including a computer and other peripheral equipment

Accurately input/retrieve data at a rate that ensures successful job performance

Effectively communicate in both oral and written forms

Work independently and in a team environment under limited supervision

Establish and maintain effective work relationships with those contacted in the performance of required duties

Requires:

Bilingual and/or biliterate skills in another language other than English as designated by the County Office of Education.

EDUCATION AND EXPERIENCE

Generally, the required knowledge and abilities will have been acquired through any combination of education and experience equivalent to two (2) years of college and at least one (1) year of experience working with children, families, community groups and public agencies.

WORKING CONDITIONS: Duties are performed in an office environment or at a Head Start (classroom) center. Incumbents may be required to work a flexible schedule evening and weekend hours. Duties require incumbents to drive a vehicle to attend parent meetings and to make home visits.

PHYSICAL DEMANDS: Incumbents regularly stand and sit for extended periods of time, walk short distances on a regular basis and on uneven surfaces whenever necessary; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; seeing to read fine print; hearing and understanding voices over the telephone and in person; moving and transporting program materials, and lifting light objects.

BARGAINING UNIT: Substitute Office Workers Unit

Approved:


Philip Gordillo, Executive Director, Human Resources

06/12/13
Date