

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: FAMILY AND PROVIDER SPECIALIST

BASIC FUNCTION:

Under general supervision, the Family and Provider Specialist is responsible for fostering and maintaining relationships with families, providers and partners to ensure positive program outcomes for the Early Head Start Program (EHS) within the Early Learning Services Department (Department); coordinates health, dental and social services for assigned caseload; assures mandates in attendance are met in accordance with Head Start Program Performance Standards (HSPPS).

REPRESENTATIVE DUTIES:

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

ESSENTIAL DUTIES:

Monitors enrollments for all children in EHS; tracks subsidy paperwork and works with families to keep their child care subsidy payments in place; ensures compliance with related federal and state requirements for the Early Head Start-Child Care Provider Program (EHS-CCP).

Monitors daily attendance and follows up with families on all absences; communicates attendance information to partner and provider sites; tracks families whose children are absent for two or more consecutive days and children who show patterns of chronic absenteeism, to reduce the risk of the child missing more than ten percent of the year.

In collaboration with partner and provider sites and parents, analyzes and develops support strategies to reduce absenteeism rates; counsels families of children who exceed the number of acceptable absences; explains the attendance policies to families.

Coordinates quality health, mental health, dental and social services for assigned children and families; monitors and tracks all medical examinations and immunizations and works with families on any follow-up needed including all required developmental and sensory (vision, hearing and language) screenings; follows up with parents and provides the necessary supports to be in compliance with the health requirements as stated in the HSPPS and Community Care Licensing regulations.

Assists and collaborates with the Maternal and Child Health Specialist to ensure treatment services for children occurs; assists the Maternal and Child Health Specialist with provision of health and nutrition information and materials needed to complete daily dental hygiene activities; assists the Maternal and Child Health Specialist in conducting hearing and vision screenings as necessary.

Assists content experts in the provision of health and nutrition consultations, home visits, and workshops for program participants; connects families with community resources to ensure the health and well-being of their children.

Works with partners, providers and parents to begin transitioning children to preschool programs when a child reaches two-and-a-half years of age; develops a transition plan for children and families to ensure

seamless transitions to preschool programs in their neighborhood, or other preschool programs as appropriate.

Provides referrals to Early Start and/or Special Education departments/programs as appropriate, and follows up on care received; collaborates with Early Start to ensure transition meetings take place for children with an Individual Family Service Plan (IFSP); provides guidance and information to parents to advocate for their child's needs at the preschool level.

Facilitates and promotes collaborative communication between parents, center staff, family child care providers and EHS by coordinating comprehensive services required for enrolled children, including children with disabilities.

Conducts monitoring visits to center-based partners and EHS-CCP providers, which include both announced and unannounced visits; assists EHS-CCP Regional Supervisor with preparation and implementation of quality improvement plans resulting from monitoring visits; obtains supervisor's approval prior to implementing improvement plans; carries out plan in a collaborative manner.

Completes family assessments and partnership plans with enrolled families to maintain ongoing support and communication; conducts home visits in accordance with HSPPS; provides support, resources, and linkages to help families meet their goals and achieve self-sufficiency; assesses family's progress towards meeting their goals through monthly contacts or more frequently as needed.

Refers parents needing community resources, services, or assistance to appropriate resources; assists families complete any referrals for further assessments or services that may be needed for the child in the areas of health, development, or social-emotional needs, and follows up to ensure the parents obtain the needed information.

Provides parent workshops and trainings throughout the year according to the families' needs, and program family engagement goals and objectives, in partnership with staff, partners, and providers.

Collects and enters relevant family/child information into electronic system; maintains soft and hard copies in an organized record-keeping system; manages and maintains confidential files of EHS-CCP providers, children, and families; documents all contacts with partners, providers and families; ensures records are current and accurate.

Schedules and participates in evening and weekend parent contacts, meetings and workshops to accommodate parent work schedules.

Assists in community outreach events and attends community meetings as assigned, including marketing the program within the community; participates and assists in all scheduled staff, provider and parent meetings, workshops and trainings.

Travels to various sites to fulfill job duties; operates a vehicle to conduct work.

Prepares weekly and monthly activity reports as directed by the supervisor.

OTHER DUTIES:

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Head Start and Early Head Start policies, procedures, regulations and performance standards.
 Applicable mandated timelines.
 Child care licensing requirements for infant/toddler centers and family child care homes.
 Child care licensing requirements regarding immunizations, physical exams and disabilities.
 Community, social and health resources for low-income families.
 Family engagement and support services.
 State and federal regulations on community action and social services programs.
 Vision and hearing assessment procedures.
 Oral and written communication skills.
 Proper English including grammar, punctuation, spelling and sentence structure.
 Interpersonal skills using tact, patience and courtesy.
 Cultural sensitivity and competency in all interactions with families, partners and colleagues.
 Operation of a computer and assigned software.

ABILITY TO:

Establish and maintain community relationships that serve as referral sources for families.
 Recruit and maintain cooperative working relationships with family child care providers.
 Provide resources and support to family child care providers and partners contracted with EHS-CCP.
 Conduct assessment of family strengths and needs and assist parents to develop personal goals.
 Work within an interdisciplinary team as a cooperative and supportive team member.
 Interpret and analyze laws, codes and regulations as they relate to this position.
 Determine student health status including medical, dental and mental health.
 Maintain professionalism and confidentiality in the course of work.
 Provide support to families regarding information and resources to facilitate family needs.
 Establish, prepare and maintain reports and effective record-keeping systems.
 Maintain current and accurate records.
 Complete required documentation to ensure program compliance with federal and state mandates.
 Coordinate and conduct parent meetings and trainings.
 Work independently with minimal direction.
 Operate a computer and assigned office equipment.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Bachelor's degree in early childhood education, child development, social services, social work or a related field and two years related experience involving community services, social services, or health services work. Experience serving families with infants, toddlers, or preschoolers and completion of college coursework in infant/toddler education is preferred.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.
 A driving record which meets the SCCOE's insurance requirements.

May require:

Fluency in English and a second language (Spanish or Vietnamese) as specified by the SCCOE.

WORKING CONDITIONS:

ENVIRONMENT:

Duties are performed in an office environment, outdoors in the community, and in the homes of families served and family child care providers.

Evenings and weekends.

Must be able to drive personal vehicle to conduct home visits, group sessions, and attend meetings with parents, staff and providers.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information.

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Sitting for extended periods of time.

Approved by Personnel Commission: August 21, 2019



Jonathan Muñoz
Director - HR/Classified Personnel Services

Date: 08/21/2019