

## SANTA CLARA COUNTY OFFICE OF EDUCATION

### **CLASS TITLE: SUPERVISOR - EARLY LEARNING SERVICES/ERSEA**

#### **BASIC FUNCTION:**

Under the direction of the Manager - Program & Quality Assurance, coordinates, plans, implements and organizes the eligibility, recruitment, selection, enrollment and attendance (ERSEA) functions of the Early Learning Services Department (Department), for directly operated and partner sites; audits and monitors ERSEA data and files for enrolled children; develops and distributes specialized program reports; trains and supervises the performance of assigned personnel.

#### **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:**

Coordinates, plans, implements and organizes the ERSEA functions of the Department, for directly operated and partner sites; implements and monitors processes and procedures for recruiting and maintaining full enrollment in Department programs; develops and implements recruitment plans and calendars for directly operated sites and assists partners in marketing and outreach tasks to reach full enrollment.

Audits and monitors ERSEA data and files for enrolled children; prepares, organizes and assists other Department personnel in the completion of the Program Information Report, including annual Self-Assessment and Community Assessment documentation; works with appropriate program management to ensure proper governing body approval; proposes revisions to the program's selection criteria.

Leads and advises committees of management staff and partner agency representatives to develop procedures to effectively implement required operations and other related assistance; receives and reviews reports from management staff and partner agency representatives; reviews details of performance in maintaining compliance in services provided under stewardships; compiles information and related data and develops program-wide status reports; identifies and implements program improvements.

Works with designated disability personnel to ensure the recruitment of children with special needs; maintains and updates waiting lists that ranks children according to selection criteria; participates in preparing recruitment advertisements; contacts families to update information and/or re-submit expired applications; responds to inquiries from families of prospective enrollees regarding the program, enrollment and/or waitlist status; utilizes the Centralized Eligibility List (CEL) as appropriate; prepares and distributes related bulletins and correspondence to staff and families.

Reviews ERSEA documents for accuracy and completeness, including program applications, intake/enrollment packets, certification, re-certification and family update packets; oversees and audits student information database system related to eligibility, enrollment and attendance documents; certifies partner agency children's eligibility; maintains tracking system for the use of Best Interest Days

related to programs and distributes reports to staff as needed; assures compliance with the bi-monthly monitoring schedule, reviewing the ERSEA section of selected children's files; verifies compliance and report findings; maintains and monitors the attendance tracking system for both directly operated and partner sites; identifies, analyzes and addresses attendance deficiency causes and proposes strategies to correct identified problems; assists in drafting procedures that address undocumented and unexcused absences.

Develops and distributes reports regarding eligibility for children transitioning from one program to another; develops, analyzes and distributes reports from student database systems related to ERSEA and Child Care services; develops and distributes monthly summary reports to program staff; ensures information from student database systems is readily available as scheduled or requested.

Designs and creates customized database systems; serves as system administrator for student software systems and ensures data integrity and accuracy.

Coordinates, develops and delivers trainings for staff; attends and participates in relevant conferences and meetings.

Provides technical expertise, information and assistance to department management, Board of Education and Parent Policy Council regarding assigned functions; assists in the formulation and development of policies, procedures and programs.

Directs the preparation and maintenance of a variety of narrative and statistical reports, records and files related to personnel and assigned activities; prepares reports for the Director, County Board of Education, Parent Policy Council and federal and state officials as required.

Communicates with other administrators, personnel and outside organizations to coordinate activities and programs, resolve issues and conflicts and exchange information as permissible by FERPA, HIPAA and other applicable regulations.

Attends and conducts a variety of meetings as assigned; participates in the Planning Task Force committee to develop goals and objectives for Department programs.

Oversees special projects as assigned.

Operates a computer and standard office equipment; drives a vehicle to various sites to conduct work.

**OTHER DUTIES:**

Performs related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Community resources for children, parents and staff.

Federal and State laws, Head Start Performance Standards and related regulations.

Head Start, Early Head Start and State Preschool eligibility and enrollment criteria.

Data management systems and data collection processes.

Operation of a computer and assigned software.

Strategic planning and collaborative processes.

Oral and written communication skills.

Interpersonal skills including tact, patience and courtesy.

**ABILITY TO:**

Coordinate, plan, implement and organize the Department's ERSEA functions.

Audit and monitor ERSEA data and files for enrolled children.

Evaluate program, system or procedural design and recommend changes.

Operate a computer and assigned software including word processing, data entry, database management and spreadsheet programs.

Collaborate with external agencies.

Establish and maintain cooperative and effective working relationships with others.

Communicate effectively both orally and in writing.

Meet schedules and timelines.

Plan and organize work.

Collect, assemble and analyze data preparing reports and monitoring progress.

Analyze and apply federal and state regulations concerning the storage and release of data as per HIPPA, FERPA and other applicable regulations.

Supervise, train and evaluate assigned personnel.

**EDUCATION AND EXPERIENCE:**

*Any combination equivalent to:* Bachelor's degree in human relations, liberal studies, social services or related field and two years increasingly responsible experience in a role related to eligibility, recruitment, enrollment, selection and attendance for an educational program. One year supervisory experience is preferred.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

Driving a vehicle to conduct work.

**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information.

Seeing to read a variety of materials.

Dexterity of hands and fingers to operate a computer keyboard.

Bending at the waist, kneeling or crouching to file materials.

Approved by Personnel Commission: June 23, 2011  
Revised: 11/28/12; 11/14/18



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Jonathan Muñoz

Date: 11/14/2018

Director – HR/Classified Personnel Services