

**TITLE:** Family Service Worker

**QUALIFICATIONS:** Required associate degree in social work or related field, preferred Bachelor degree. Strong organizational, writing and verbal skills. Ability to work effectively with a diverse population and manage a caseload of 60-70 families.

**REPORTS TO:** Family Service Manager

**JOB SUMMARY:** Responsible for providing case management services to children and families. Create and maintain a positive partnership with families to ensure their involvement in all areas of the program. Ensure compliance with all Head Start Performance Standards and Policies and Procedures.

**ESSENTIAL FUNCTIONS:**

1. Adheres to the Mission and Vision of HCESC.
2. Demonstrates a comprehensive knowledge of social work.
3. Recruits families for enrollment into the program and maintain full enrollment.
4. Initiates and maintains regular contact with families.
5. Acts as advocate between community resources and families.
6. Assist families in completing enrollment packet, Family Partnership Agreements, progress notes and all required documentation in a timely manner.
7. Provides case management and resource/referral services to families.
8. Promotes and help facilitate all parent meetings and family activities.
9. Help facilitate parent orientation with staff and parents.
10. Support families to ensure the completion of child's physical, dental and health screenings. Assist with identifying medical and dental home for each child.
11. Able to work non-traditional hours when necessary to accommodate family schedules.
12. Enters data and monitor family outcomes.
13. Supports school readiness routines/activities in the home.
14. Comply with Corrective Action Plans written in response to Monitoring Reports.
15. Participates in staff meetings and training experiences as deemed necessary by the supervisor.
16. Assist in participating in Policy Council meetings and identifying potential parents as Policy Council members.
17. Performs other duties as assigned to assist in providing services to children and families.
18. Works as a team member with program personnel to ensure all service area requirements are met to carry out the goals and objectives of the program.

**OTHER PERFORMANCE RESPONSIBILITIES:**

1. Ability to handle confidential, sensitive information.
2. Maintain professional boundaries at all times.
3. Good listening skills.
4. Ability to adapt to handle stressful situations.
5. Ability to establish positive relationships.
6. Ability to multi-task.
7. Valid driver's license and vehicle operated legally according to Ohio law.

**TERMS OF EMPLOYMENT:**

220 days of work.

**Evaluation:**

Performance will be evaluated in accordance with Governing Board policy.

To comply with the American Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical and mental conditions of the essential job functions. Use these codes to complete this questionnaire:

- F - Frequently
- O - Occasionally
- N - Not at all

**PHYSICAL REQUIREMENTS:**

Check the physical requirements necessary to perform the essential duties of the position (refer to the most recent job description)

F,O,N	PHYSICAL REQUIREMENT DESCRIPTION
F	<b>Balancing:</b> Maintaining body equilibrium to prevent falling when walking, standing, or crouching on narrow, slippery, or erratically moving surfaces
O	<b>Bending and Stooping:</b> Bending body downward and forward by bending spine at the waist. ( <u>  1  </u> hours per day)
N	<b>Climbing:</b> Ascending or descending ladders, scaffolding, ramps, poles, and other devices using feet and legs and/or hands and arms. Body agility is emphasized
O	<b>Climbing Stairs:</b> Ascending or descending stairs to gain access to a building or to move from one floor to another
O	<b>Crawling:</b> Moving about on hands and knees or hands and feet ( <u>    </u> hours per day)
O	<b>Light Carrying:</b> Physically transporting items weighing less than 15 pounds from one location to another
O	<b>Moderate Carrying:</b> Items weighing 15 to 44 pounds
N	<b>Heavy Carrying:</b> Items weighing 45 pounds and over
F	<b>Fingering:</b> Picking, pinching, typing, or otherwise working primarily with fingers rather than with the whole hand or arm
O	<b>Grasping:</b> Applying pressure to an object with fingers (including thumb) and palm
O	<b>Kneeling:</b> Bending legs at knees to come to rest on one or both knees ( <u>  1  </u> hours per day)
O	<b>Light Lifting:</b> Raising objects under 15 pounds from a lower to a higher position or moving objects horizontally from one position to another
O	<b>Moderate Lifting:</b> Objects 15 – 44 pounds
N	<b>Heavy Lifting:</b> Objects 45 pounds and over
F	<b>Mobility Requirement:</b> Enough to stand, sit, stoop walk and/or run (Provide examples)
O	<b>Pulling Hand over Hand:</b> Using upper extremities to exert force in order to draw, drag, haul, or tug objects in a sustained motion ( <u>  2  </u> hours per day)
O	<b>Pushing:</b> Using upper extremities to press against something with steady force in order to thrust forward, downward, or upward ( <u>  2  </u> hours per day)
O	<b>Reaching Above Shoulder:</b> Extending hand(s) and arm(s) in any direction
F	<b>Repetitive Motion:</b> Substantial movements of the wrists, hands, and/or fingers for sustained

	periods of time
F	<b>Sitting:</b> Particularly for sustained periods of time
F	<b>Standing:</b> ( __1__ hours per day)
O	<b>Walking:</b> Moving about on foot, particularly for long distances ( __1__ hours per day)
F	<b>Visual Requirement:</b> Enough to use a PC, read documents with fine print, read email
F	<b>Hearing Requirement:</b> Enough to detect alarms/warnings, understand clients in a normal conversation
	<b>Other Physical Requirements:</b> Describe:

**MENTAL REQUIREMENTS:**

Check each of the mental abilities that are required to perform the essential functions of this position. Please comment in the space provided to elaborate or further explain this position’s mental capability needs.

F,O,N	MENTAL CAPABILITY REQUIREMENTS
	<b>COMPREHENSION</b>
F	Ability to understand, remember, and apply oral and/or written instructions or other information
F	Ability to understand, remember, and communicate routine, factual information
F	Ability to understand complex problems and to collaborate and explore alternative solutions
F	Ability to understand opposing points of view on highly complex issues and to negotiate and integrate different viewpoints
	<b>ORGANIZATION</b>
F	Ability to organize thoughts and ideas into understandable terminology
F	Ability to organize and prioritize own work schedule on short-term basis (longer than one month)
N	Ability to organize and prioritize work schedules of others on short-term basis
N	Ability to organize and prioritize work schedules of others on long-term basis
	<b>REASONING AND DECISION MAKING</b>
F	Ability to apply common sense in performing job
F	Ability to make decisions which have moderate impact on immediate work unit
F	Ability to make decisions which have significant impact on the immediate work unit and monitor impact outside immediate work unit

F	Ability to make decisions which have significant impact on the department's credibility, operations, and services
<b>COMMUNICATION</b>	
F	Ability to understand and follow basic instructions and guidelines
F	Ability to complete routine forms, use existing form letters and/or conduct routine oral communication
F	Ability to compose letters, outlines, memoranda, and basic reports and/or to orally communicate technical information
F	Ability to communicate with individuals utilizing a telephone; requires ability to hear and speak effectively on phone
F	Ability to express or exchange ideas by means of the spoke word, communicating orally with others accurately, loudly, and quickly
F	Ability to make informal presentations, inside and/or outside the organization. Speaking before groups
F	Ability to compose materials such as detailed reports, work-related manuals, publications of limited scope or impact, etc., and/or to make presentations outside the immediate work area
F	Ability to formulate complex and comprehensive materials such as legal documents, authoritative reports, official publications of major scope and impact, etc., and/or to make formal presentations
<b>MATHEMATICS</b>	
O	No mathematical ability is required
F	Ability to count accurately
F	Ability to add, subtract, multiply, divide and to record, balance, and check results for accuracy
F	Ability to compute, analyze, and interpret numerical data for reporting purposes
O	Ability to compute, analyze, and interpret complex statistical data and/or to develop forecasts and computer models
	Additional comments regarding mental capability requirements:

**WORK ENVIRONMENT:**

Check each of the mental abilities that are required to perform the essential functions of this position. Please comment in the space provided to elaborate or further explain this position's mental capability needs.

<b>F,O,N</b>	<b>WORK ENVIRONMENT:</b> On the job the employee:
O	Is exposed to excessive noise
O	Is around moving machinery
O	Is exposed to marked changes in temperature and/or humidity

O	Is exposed to dust, fumes, gases, radiation, microwave (circle)
N	Drives motorized equipment
O	Works in confined quarters
	<b>DEVICE OPERATION:</b>
	List all computers, peripherals, and other hardware required to perform this job: PC, Printer, Copier
	List all computer software required to perform this job: Word, Excel, Child Plus, Microsoft Outlook, Powerpoint
	List all office machines required to perform this job: Cell Phone, Printer, Fax Machine, Copier
	List all vehicles that must be operated to perform this job: Car
	List any other machines (including heavy equipment) required to perform this job:
	List all tools involving manipulation that are required to perform this job:

Indicate any additional pertinent information about the requirements for this job that have not been previously addressed on this questionnaire: