

MONTEREY COUNTY OFFICE OF EDUCATION

**FAMILY SERVICE ADVOCATE
(HEAD START)**

CLASSIFICATION: Classified
SALARY LEVEL: 33.5

DEFINITION:

Under general supervision of the Site Supervisor, the Family Service Advocate actively recruits eligible families in accordance with the Monterey County Head Start recruitment plan identifies health and social service needs of assigned families and children and plans and implements program activities to meet those needs. Plans and implements parent activities including parent education, parent groups, and parent participation in all aspects of the program. Prepares and maintains detailed child and family records, and maintains confidentiality of all information acquired.

SUPERVISOR:

Site Supervisor

POSITIONS SUPERVISED:

None

QUALIFICATION REQUIREMENTS:

To perform a job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the job description are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MAJOR DUTIES AND RESPONSIBILITIES: The following is a list of duties that is representative of the position that includes but is not limited to:

- Assists program in the identification and recruitment of eligible children.
- Determines eligibility for enrollment based on established federal and/or state regulations and guidelines.
- Explains, interprets, and clarifies program regulations and guidelines, agency resources, procedures, rights and responsibilities.
- Prepares and/or distributes enrollment packets and other related program documents as needed.
- Expedites completion of pre-enrollment requirements by assisting families to obtain the necessary documentation and by completing all required forms and health records accurately and in a timely manner.
- Reviews completed student enrollment verification forms for accuracy, student eligibility and possible audit exceptions
- Maintains log of services provided
- Composes reports on identification and recruitment activities, collects enrollment and activity reports, compiles into monthly reports
- Performs record keeping, and identification and recruitment functions connected with student data enrollment process
- Develops support plans with parents to promote regular school attendance.
- Becomes familiar with resources within the community that provide health, social services, educational/training and other services needed by families; develops and presents inservice training
- Assists in developing and presenting inservice training on relevant subjects

- Makes appropriate referrals to other agencies
- Provides for translation when necessary
- Makes home visits
- Arranges for transportation.
- Maintain full enrollment in assigned center(s) or area in cooperation with the Site supervisor, center and area team
- Prepares individual cumulative record files, and assures that all files are accurate, complete and up-to-date
- Performs health screenings including but not limited to height and weight, updates all children's health records as services are provided or acquired; assist with coordinating hearing and vision screening
- Monitors students attendance and develops support plans with parents and staff to promote regular school attendance
- Develops with each family an Individual Family Partnership Agreement based on the family's assessed and expressed needs and interests; follow through with family providing support to assist in achieving the established goals
- Provides crisis and/or emergency intervention such as food, vouchers, clothing, when necessary and documents action
- Maintains log of contacts, referrals, and services provided
- Organizes, attends, and maintains records (attendance and minutes) of parent meetings
- Complies with Monterey County Office of Education Board Policies, Superintendent Policies and Administrative Regulations, Head Start Policies and Performance Standards, and applicable Federal and State Regulations.
- Performs other related duties as assigned.

PHYSICAL AND MENTAL CHARACTERISTICS:

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; Manual dexterity sufficient to write, use telephone, operate an automobile; Vision sufficient to read printed materials; Hearing sufficient to conduct in person and telephone conversations; Speaking ability in an understandable voice with sufficient volume to be heard in normal conversational distance, on the telephone, and in addressing groups; Physical agility to push/pull, squat, twist, turn, bend, stoop, and to reach overhead; Physical mobility sufficient to move about the work environment (office, District, from school or home site to site), drive an automobile, and respond to emergency situations; Physical strength sufficient to lift forty-five (45) pounds; Physical stamina sufficient to sit, stand, and walk for prolonged periods of time; Mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

REQUIRED QUALIFICATIONS:

Education and Experience:

- Education as required by the Elementary and Secondary Education Act:
 - High school diploma or equivalent AND two years of higher education study (48 semester units) OR possession of an Associate's or higher degree OR met a rigorous standard of quality and able to demonstrate, through a formal State or local academic assessment, knowledge and ability to assist in instructing, reading, writing and mathematics.
- Two years' experience in a related field

Knowledge of:

- Understand and be sensitive to those of culturally and linguistically diverse backgrounds
- Modern office procedures and practices, including filing systems, reception

- Computer application software that includes word processing, database and presentation software
- Community resources and organizations

Skills and Abilities:

- Communicate effectively in English and Spanish, both orally and in writing
- Work weekends and evenings as necessary
- Relate to issues involved in the migrant life style
- Make home visits
- Function effectively in a multi-cultural setting
- Work both independently and function effectively within a team setting while demonstrating leadership qualities
- Function effectively in a multi-cultural setting
- Establish and maintain cooperative relationships with those contacted within the course of work
- Maintain accurate records
- Learn, plan and execute federal, state, district, and departmental policies, procedures and directives, in accordance with assigned duties
- Understand and follow oral and written instructions
- Handle information in a discreet and confidential manner
- Exercise reasonable judgment in unusual circumstances
- Plan, formulate and execute clerical procedures and directives in accordance with assigned duties and office policies
- Learn and use technology and computer software applications as appropriate to the work environment
- Prioritize and complete all work with minimum supervision and ensure accurate records and documents are completed and updated within required timetables
- Travel from site to site within the county

Desirable Qualifications:

- Three to five years of experience in crisis intervention and family approach
- Certification in the health field
- Experience in adult education

Licenses and Certifications:

- Possession of an appropriate, valid California Driver's License, and evidence of insurability

PC Approval: 3/20/04
(revised 12-10-15)