

Finger Lakes Community Action

Job Title: Family Worker

FLSA Status: Non-Exempt

Department: Head Start/Early Head Start

Reports To: Family Services Coordinator

Summary:

The Family Worker is responsible for coordination between the Head Start Center, home, and community, providing recruitment, family services, health programs, parent involvement, and parent and community partnerships.

Essential Duties and Responsibilities:

Program Service Provision

- Embrace the role of the parent as the primary educator of the child; promoting and supporting the parent-child bond by encouraging parent involvement in all aspects of the Head Start Program.
- Complete initial orientation home visit to begin the family partnership process.
- Make additional home visits as needed for family goals and partnership process.
- Document all contacts, family service and health information in the Child Outcome Planning and Assessment database (COPA).
- Perform all required health screenings: growth assessment height/weight/BMI in October and April, vision and audio all within 45 days of child entry; pediculosis (head lice) tracking and any other exams required by Federal, State, local authority and/or the Health & Nutrition Advisory Committee (HNAC).
- Assist the family in establishing continuous, accessible, available health care, a medical home and continuous, accessible, available dental care, a dental home.
- Assist parents in arranging all follow-up identified through aforementioned screenings to assure up-to-date, age-appropriate well-childcare.
- Apply any necessary first aid and properly seek medical attention for children, become MAT trained, maintain all first aid supplies, and maintain a safe environment in the center.
- Assist parents with arranging transportation and provide transportation in HS van as necessary.
- Assist in health and social service education of children, parents, and family members.
- Assist parents in understanding the special education process and provide support as needed.

Planning and Organization

- Establish and continually maintain a weekly recruitment process that systematically ensures the enrollment of eligible children, including children with special needs. Family Workers must do a minimum of 4 hours of recruiting each week.
- Any recruitment efforts made by family workers (applications, recruitment contacts, local recruiting efforts, etc.) will be documented and sent to the FSC in a monthly report or as required by the FSC.
- Establish and continually maintain a waiting list.

- Establish a yearly Parent Committee Group (PAWS) and help facilitate monthly meetings, including parent education information. Plan for the meetings one month in advance to ensure PO's are approved, speakers are available, and parents are notified with save the date information.
- Maintain a clean, neat, and professional office and parent area.

Program Compliance and Reporting

- Maintain an accurate record keeping system that includes all family service and health forms and all other child/family documents as required.
- Ensure each child has appropriately completed physical exam, dental exam, immunizations, and emergency contact form BEFORE entering program as well as timely/accurate tracking of each child's physical, dental, immunizations and all other health screening results, F/U and results.
- Assess and update each child's immunization status per law.
- Understand and utilize daily the principles of universal precautions and sanitation.
- Perform all duties to meet, if not exceed, the requirements listed in the Performance Standards Plan and Policies & Procedures.
- Maintain program confidentiality policy in all matters.
- Provide information for the Program Information Report (PIR), NYS Immunization Report, Community Assessment, and the agency CSBG report.
- Communicate all attendance and enrollment issues immediately to the FS Coordinator, Ed Specialist, Health, Nutrition and Safety Coordinator, and Disabilities and Mental Health Coordinator.
- Case Conference with Teachers, Specialists, and Coordinators when family issues arise, children transition to a new classroom or program option, during mental health meetings, attendance issues, behavior supports plans, and/or at minimum 3 times a year per our Case Conference policy. Ensure Case Notes on the meeting are documented in COPA.
- Protect and support the needs of Head Start children and families by becoming aware of the physical and behavioral signs of child abuse, neglect and maltreatment as well as knowing the policy and how to report to the State.
- Adhere to Agency blackout dates and attend meetings, including but not limited to site support, PAWS, Family Service meetings, committee meetings, and training dates.
- Promote/Represent the program and the agency in a positive and professional manner.

Collaboration and Parent Inclusion

- The FS worker will assess the family's strengths and needs. This will be done with the family. The Family assessment will be completed 3 times per year, first within 45 days of enrolling, and again to coincide with child assessment dates. Document the assessment in COPA for tracking and reporting.
- The Family Partnership Plan is filled out and goals are established during the enrollment process. Through the Family Partnership Plan Process the Family Service Staff will work with the family to assist with referrals and follow-up to determine if the service was received and that the services were adequate. Family Workers will meet with families a minimum of 3 times throughout the school year but more often as needed and/or with a low score on the Family Strengths and Priorities assessment. The Family Partnership is then documented in COPA under Family Goals tab as well as documenting referrals under the Family Referral and Services tab in COPA.

- Collaborate with the Family Services Coordinator, and all program Coordinators to help the family obtain and use community resources, keeping an accurate record of all referrals and their outcomes in COPA Family Referrals and Services tab.
- Help achieve parent participation in the center by enlisting the help of parents to organize three site specific parent events, recruit parent members to participate in planning literacy committee events and facilitate parent education programs.
- Recruit parent members to participate in Policy Council, help maintain communication between the agency and parent, and provide transportation to meetings as needed.
- Recruit parent members for other committees, including but not limited to: Menu meeting, Self-Assessment, School Readiness Advisory, and Health Advisory.
- Coordinate communication between the center and the home.
- Check on a child who is absent or whose attendance is irregular by placing phone calls, text messages and/or completing home visits per policy.
- Participate in team meetings and promote the team concept. Demonstrate cohesive and effective communication skills working with others in a team approach. This may require attending occasional evening and weekend Family Service /Literacy /Recruiting events as required by the program.
- Family Service Staff will maintain and update “Do not enter” security lists, General Consent forms, Sign In/Out sheets, and Custody papers as needed. Custody papers will be followed as they are legally written regarding all aspects of the program, including sharing of information, pick-up, and parent involvement. Custody papers will be uploaded to COPA in Child’s eDocs.
- The Family Worker will inform all appropriate educational staff and management staff of the custody agreement, and what it means. If questions arise regarding the content of the document, Family Worker/Home Visitor will contact the Family Service Coordinator.
- Other duties as assigned.

Working Remote:

During times of a Pandemic or natural disaster, when the employees is asked to work from home due to state and local recommendations; the following expectations are to be followed:

- The Family Worker will complete a daily time study of their work. The time to study will be broken down by tasks completed on an hourly basis totally their full workday. The time study will be emailed weekly or upon request from the Family Service Coordinator.
- The Family Worker will continue to work with families on Family Partnership goals or emergency crisis that may arise due to the pandemic.
- The Family Worker will sign out any technology or resources they need up not limited to but including: computer, laptop, work cell phone, camera, etc.
- The Family Worker will be expected to complete all requirements with ERSEA and Family Engagement in unique ways by doing zoom meetings, Facebook or social media outreach, email, phone calls, or other ways to keep communication open with teachers, supervisors, and families.

Qualifications:

- Have or be willing to obtain Family Development Credential, First Aid, CPR, and Medication Administration Training (MAT) within the first year of employment.

- Meet Day Care Licensing Medical standards as proven by submittal of Medical Statement forms (including annual TB clearance) at time of hiring. It is the responsibility of each staff person to submit said medical statement and PPD at the time of hire.
- Obtain clear fingerprinting and State Central Registry Clearance as per NYS Daycare Regulations at the time of hire and every 5 years thereafter according to HS Performance standards.

Education/Experience:

- High school diploma or GED equivalent and a minimum of two years' experience in human services, health, education, or related field.

Language Ability:

- Ability to communicate with professionals as well as target area people, in addition to having previous experience in working with preschoolers and parents.

Math Ability:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving various situations while maintaining a positive strength based approach.

Computer Skills:

- Staff are required to input into the agency/program database COPA tracking system. Staff will be orientated upon hire and continuous training on COPA will continue throughout each program year.
- To perform this job successfully, an individual should have working knowledge of the Microsoft Office suite. There also needs to be the ability to operate a telephone, adding machine, printer, copier, fax machine.

Certificates and Licenses:

- Valid driver's license.

Supervisory Responsibilities:

- The Family Worker has no supervisory responsibilities.

Work Environment:

- Due to the nature of the job, the workers may find themselves in various environments as far as noise level and cleanliness are concerned.

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Peripheral vision, Depth perception and Ability to adjust focus. While performing the duties of this Job, the employee is regularly required to walk, talk or hear. The employee is frequently required to stand; use hands, arms, and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit, climb, or balance.

Safety

- Obey all safety rules, government regulations, signs, markings and instruction
- Become familiar with safety policies that apply directly to you in the area in which you work
- Attend and actively participate in safety meetings
- Report any unsafe hazardous conditions to your supervisor
- Refrain from any unsafe act that might endanger yourself, consumers or fellow employees
- Report all workplace accidents, incidents immediately to your supervisor
- Practice good housekeeping by picking up tools, materials and putting them into their proper places
- Compliance with safety and health rules and regulations is a condition of employment

Medicaid fraud and abuse affects all New Yorkers by depleting valuable public funds meant to provide healthcare and health related services to vulnerable citizens. The New York State Office of the Medicaid Inspector General (OMIG) is a nationally recognized leader among Medicaid program integrity agencies. OMIG's recovery efforts and cost-containment initiatives save hundreds of millions in taxpayer dollars each year.

Finger Lakes Community Action employees are required to assist OMIG in fighting fraud, waste, and abuse by reporting potentially suspicious behavior or incidents. The agency encourages anyone who observes instances of potential Medicaid fraud, waste, or abuse to contact OMIG's fraud hotline. Tips can be completely anonymous – and OMIG investigates all reported information.

Employer's Disclaimer

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- This document does not create an employee contract, implied or otherwise, other than an "at will" employment relationship.