



## **POSITION OPPORTUNITY**

### ***FAMILY ENGAGEMENT ADVOCATE***

Would you like to make difference in the lives of Orange County's most vulnerable children?

As a non-profit organization, Orange County Head Start, Inc. (OCHS) serves preschoolers, infants, toddlers, pregnant women and families throughout Orange County, including families on public assistance, children with disabilities, from homeless and foster families, and teen parents. OCHS's programs and services promote school readiness, early reading, science, mathematics, social skills and physical development. Through the additional support of comprehensive services, including health, nutrition, mental health and family partnership building, parents are empowered as leaders and advocates for their children's education, families' success, and betterment of the communities.

**Family Engagement Advocates** have the opportunity to build relationships with participating families while developing Family Partnership Agreements, setting goals, and following-up on progress of goals and referrals. Input data into the Child Plus database in order to analyze child and family needs and results. Ensure that meetings and interactions with families are respectful of each family's diversity and cultural background. Inform parents of volunteer and leadership opportunities within the Head Start program and their communities as well as offer support and encouragement for increased parent engagement within the program. Network and attend community organizations meetings to learn more about services available in the community and establish partnerships that will enhance OCHS services. Share resource information with other Family Engagement Advocates and OCHS staff. Advocate for and promote Head Start program in the Orange County business community.

**Education/Experience:** Bachelor or advanced Degree in sociology, social work or human services required. Bilingual in English/Spanish or English/Vietnamese required.

We offer \$18.25 per hour and excellent benefits in addition to the opportunity to serve families and children in Orange County.

**Final filing date Friday, August 11, 2017 at 1:00 p.m.**

**Apply now to join our team!**

**Submit an application, resume and transcripts to:**

**Orange County Head Start Inc.**

2501 S. Pullman Street, Suite 100

Santa Ana, CA 92705

For further information and additional career opportunities, please visit the careers section on our website at [www.ochsinc.org](http://www.ochsinc.org) or call our Human Resources Department at 714-241-8920.

Fax 949-596-8291

EOE

# ORANGE COUNTY HEAD START, INC.

AN EQUAL OPPORTUNITY EMPLOYER

# JOB DESCRIPTION

THIS JOB DESCRIPTION INDICATES THE MAJOR DUTIES REQUIRED, BUT DOES NOT INCLUDE ALL THE DUTIES AND QUALIFICATIONS REQUIRED OF AN EMPLOYEE

**JOB TITLE:** *FAMILY ENGAGEMENT ADVOCATE*

**JOB CODE:** Pay Grade E

**EXEMPTION STATUS:** **NON- EXEMPT**

## **JOB PURPOSE SUMMARY**

Under general supervision, the Family Engagement Advocate is responsible and accountable for implementing family partnerships with families and delivering quality social services. This position is also responsible for tracking families' progress and needs, researching and updating community resources, providing families with referrals to community agencies, participating in center level case management and crisis intervention. In addition, this position is responsible for providing quality customer service to internal customers, OCHS families, business and professional contacts.

## **ESSENTIAL JOB DUTIES**

Develop Family Partnership Agreements with Head Start families, set goals with individual families, follow-up on progress of goals and referrals, and input documentation into the Child Plus database. Ensure that meetings and interactions with families are respectful of each family's diversity and cultural background. Inform parents of their volunteer opportunities within the Head Start program and offer support and encouragement for increased parent engagement within the program.

Network and attend community organizations meetings to learn more about services available in the community and establish informal partnerships. Share resource information with other Family Engagement Advocates and PFCE staff. Advocate and promote Head Start program in the Orange County business community.

Schedule and conduct Family Partnership Conferences with each family within the assigned caseload. Enter family case notes into Child Plus, conduct and appropriately document follow-up of goals and referrals and complete the Family Partnership Indicator Sheets.

Work with the Center Director to coordinate center level case management meetings to discuss parent and/or child's needs. Input documentation from these case management meetings into the Child Plus database.

Monitor classrooms and phone logs regarding absent children. As needed, contact family or make home visits to develop a plan for child's return to school. Input center attendance into the Child Plus database. Analyze center attendance and report to the PFCE Manager when the overall center attendance falls below 85% for any given month.

Provide general support at the center, which includes front desk coverage, answering telephones, completing the daily attendance log, gate duty, scheduling workshops, and coordinating meeting arrangements and notices. Also responsible for drafting Parent Committee Meeting minutes, for Center Director review and approval before submission.

Type routine correspondence such as reports, forms, letters, etc., and proof own work for spelling, grammar and accuracy.

Retrieve, compile, and compute data and information for maintaining records and/or reports of department/center activities, such as daily attendance.

Maintain consistent contact with the teaching staff to integrate family partnership goals with school readiness goals and classroom efforts to ensure integrated child and family services.

Coordinate with Center Director to schedule speakers for parent meetings using Community Assessment goals, Family Partnership Indicators and Parent Interest Questionnaire, ensuring that the required Child Abuse, Domestic Violence and Substance Abuse workshops are scheduled each year. Prepare flyers and pertinent information for distribution to parents. Maintain records of activities and training provided to parents.

Work with the Health Specialists and Health Manager to document health histories for conditions that need consideration in the school setting. Assist the Health Specialists with the Individual Health Plan and provide tracking as needed.

Assist with hearing and vision screenings of children at the centers as needed. Provide necessary information to obtain medical and dental insurance for children, and assist with locating a medical and dental home for families who need this assistance. Document all health concerns identified into Child Plus.

Assist with scheduling nutrition consultations with the Registered Dietician for children with high or low BMIs and/or anemia concerns. Document all efforts, materials provided, etc., into the Child Plus database.

Ensure that all information under the PIR tab in the Child Plus system is complete and accurate. Run regular Child Plus reports to track PIR documentation and Family Service documentation.

Perform additional assignments and duties as assigned by the PFCE Manager or PFCE Coordinators, and keep him/her informed on all family service issues.

### **NON-ESSENTIAL JOB DUTIES**

Assist Center Director in setting up facilities for parents meetings and or trainings. Attend parent meetings and trainings. Attend all trainings provided by PFCE Unit and agency upon request.

Perform similar and incidental duties as required.

### **JOB QUALIFICATIONS**

**Education:** required. Bachelor's Degree in human services or related field

**Experience:** Minimum two years job related experience preferred.

**Knowledge:** Basic knowledge of community services, human services, and case management.

**Language Skills:** Oral and written fluency in English/Spanish, and/or English/Vietnamese required. Writes and speaks clearly and grammatically correct.

**Math Skills:** Basic math skills required.

**Other Skills:** Basic computer skills including ability to use word processing and spreadsheet software. Good planning, organizational and time management skills are needed for this position.

**Reasoning Abilities:** Must possess demonstrated problem-solving ability. Ability to listen and deal empathetically with issues and problems.

**Other Abilities:** Ability to work in a team environment. Ability to work with children and parents and coordinate various processes with Head Start personnel. Ability to be flexible and adapt to change. Ability to handle multiple tasks such as simultaneously working with children, parents, staff, community, answering questions, etc.

**Other Requirements:** Must have a valid California Driver License and proof of insurance. Must be able to drive to and from different centers, meetings and/or training venues. Successfully comply with the provisions of Senate Bill 933 and Orange County Head Start's requirements relative to fingerprinting and criminal background checks.

**REPORTING RELATIONSHIPS**

Reports to the Parent, Family and Community Engagement Manager and will also be assigned to a Parent, Family and Community Engagement Coordinator.

**MAJOR BUSINESS/PROFESSIONAL CONTACTS**

Frequent contact with community agencies to develop collaborative relationships and become more familiar with resources available within each local community. Frequent contact with Center Directors, Content Area Specialists and Management.

**WORKING AND ENVIRONMENTAL CONDITIONS**

Typically functions in an office environment, but requires ability to travel to families' homes and community businesses and agencies as needed.

**PHYSICAL DEMANDS**

Typically requires sitting for extended periods of time. May require periods of time in front of a CRT, or standing, walking and driving to various locations.

Date: \_\_\_\_\_ By: \_\_\_\_\_

Signature

\_\_\_\_\_  
Print Name