



Orange County Head Start, Inc. Career Opportunity

ERSEA Community Outreach 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.

Under the general supervision of the ERSEA Manager, the Community Outreach Advocate (COA) is responsible for recruiting, determining eligibility, and enrolling families in the Head Start or Early Head Start program by actively participating in ongoing community recruitment events and collaborations. Candidate must be able to engage potential participants by answering questions, providing information and referring them to resources available within the agency and community. Perform door-to-door recruiting of participants, prepare flyers and distribute house-to-house, to local businesses, and other community facilities. Participate in recruitment events in the community. Have strong, organization and accuracy skills. Determine eligibility status of applicants by verifying and calculating intake information and accurately completing eligibility forms to prioritize children on the waitlist.

Ability to provide excellent customer service to prospective clients, answer multiple phone calls, and capable of working with a multi-cultural population. Schedule appointments and meet with clients to complete enrollment paperwork. Capable of being a lead at enrollment fairs and complete multiple enrollment packets during major enrollment periods and throughout the school year. Manage assigned caseload; travel to and from various centers frequently to collect eligibility paperwork and meet with clients. Track and complete daily/weekly/monthly statistical enrollment reports and implement a plan of action to ensure full enrollment. Availability to work overtime on evenings and weekends based on Agency needs.

Education/Experience: High school diploma or equivalent and eighteen college units in psychology, sociology, social work, or math. Bachelor degree preferred. Related experience may be substituted for educational requirements. Bilingual Spanish or Vietnamese required.

We offer an hourly wage of \$16.46 to \$18.72 and excellent benefits, in addition to the opportunity to serve vulnerable children and families in Orange County.

Final filing date Thursday, November 15, 2018 at 5:00 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 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 TITLE: *ERSEA COMMUNITY OUTREACH Advocate*

JOB DESCRIPTION

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

JOB CODE: Pay Grade E

EXEMPTION STATUS: NON-EXEMPT

JOB PURPOSE SUMMARY

Under direction of the ERSEA Program Manager, the ERSEA Community Outreach Advocate will recruit and enroll participants in the community for the Head Start program and will initiate and process casework required by Head Start Performance Standards.

ESSENTIAL JOB DUTIES

Responsible for recruiting and enrolling eligible families in the Head Start program by actively participating in ongoing community recruitment events and collaborations. Engage potential participants by answering questions, providing information and referring them to resources available within the agency and in the community.

Perform door-to-door recruiting of participants, prepare flyers and distribute house-to-house, to local businesses, and other community facilities.

Inform business sectors in the community about the Head Start program. Network with community organizations to learn more about services available in the community.

Interview applicants to obtain, examine and verify information needed to determine initial and/or ongoing eligibility for the Head Start program.

Maintain and verify accuracy, completeness and timely submission of eligibility documents for the Head Start program, and prepare necessary documentation to continue and/or modify eligibility status.

Enter and maintain intake information in the data system to verify eligibility, prioritize children for acceptance, determine continued eligibility, and re-certification as applicable.

Advise applicants of their basic rights and responsibilities associated with the Head Start Federal regulations.

Manage assigned caseload; track and complete daily/weekly/monthly statistical enrollment reports and implement a plan of action to ensure full enrollment.

Attend various meetings such as case management meetings, Operations meetings, ERSEA planning meetings, and community meetings, etc., as assigned. Maintain a flexible work schedule that includes attending, and preparing for meetings and/or events in the evenings and weekends.

Perform additional assignments and duties as assigned by the ERSEA Program Manager that will include special projects of a large scope and complexity and keep him/her informed on all ERSEA related issues.

NON-ESSENTIAL JOB DUTIES

Perform similar and duties as required.

JOB QUALIFICATIONS

Education: High school diploma or equivalent and six college units of psychology, sociology, social work, or related courses. Bachelor or advanced degree in human services or related field preferred.

Experience: Minimum of 1 year of clerical experience required, preferably in a social service agency or related program.

Knowledge: Knowledge of community programs and services. Must have familiarity with problems of socially and economically challenged families. Have an awareness of the contributions of parents and volunteers who may be non-professional.

Language Skills: Oral and written fluency in English and Spanish, and/or English and Vietnamese required.

Math Skills: Basic math skills required.

Other Skills: Intermediate computer skills including ability to use word processing and spreadsheet software packages.

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 task 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. Must be able to work a flexible work schedule that may include preparing for, and attending meetings and/or events in the evenings and weekends. 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 ERSEA Program Manager.

MAJOR BUSINESS/PROFESSIONAL CONTACTS

Frequent contact with community agencies, OCHS families and potential participants to develop collaborative relationships.

WORKING AND ENVIRONMENTAL CONDITIONS

Typically functions in an office and out in the community.

PHYSICAL DEMANDS

Typically requires sitting and standing for extended periods of time. May require sitting for periods of time in front of a CRT. Must be able to physically go door to door in the community for recruitment purposes.

Print Name

Signature

Date

Revised: 2/21/07 Lu