



## Orange County Head Start, Inc. CAREER OPPORTUNITY

### ***PARENT FAMILY COMMUNITY ENGAGEMENT COORDINATOR (PFCE) COORDINATOR***

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 direction of the PFCE Case Manager, the PFCE Coordinator will Coach and mentor assigned team of Family Engagement Advocates in the delivery of the agency's PFCE programs to participant families. Review work and provide work direction. Ensure team complies with Performance Standards in their delivery of services, including but not limited to Family and Community Partnerships, parent involvement, case management etc. Trouble shoot and problems solve moderately complex issues, both in service delivery and team interactions. Assist Family Engagement Advocates during home visits when necessary. Manage change effectively by demonstrating support for innovation and for organizational changes needed to improve quality and effectiveness, by initiating, sponsoring and implementing organizational change and by helping others to successfully manage organizational change.

**Requirements** Bachelor's degree in social work, human services or related field required.

**Experience** Minimum of 2 years of social services or family or caseload experience. At least one year of supervisory or mentoring/coaching experience preferred.

We offer a salary range of \$21.75 to \$22.79 per hour with excellent benefits in addition to the opportunity to serve young children and their families in Orange County.

**Final filing date Friday, February 1, 2019 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](http://www.ochsinc.org) or call our Human Resources Department at 714-241-8920. Fax 949-596-8291

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# ORANGE COUNTY HEAD START, INC.

EQUAL OPPORTUNITY EMPLOYER

# JOB DESCRIPTION AN

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

**JOB TITLE: *PARENT FAMILY COMMUNITY  
ENGAGEMENT COORDINATOR***

**JOB CODE:** Pay Grade 4  
**EXEMPTION STATUS:** **EXEMPT**

## JOB PURPOSE SUMMARY

Under general supervision, responsible and accountable for mentoring a team of Family Engagement Advocates, and for planning, organizing and coordinating the delivery of quality social services to OCHS families through that team.

## ESSENTIAL JOB DUTIES

Coach and mentor assigned team of Family Engagement Advocates in the delivery of the agency's PFCE programs to participant families. Review work and provide work direction. Ensure team complies with Performance Standards in their delivery of services, including but not limited to Family and Community Partnerships, parent involvement, case management etc. Trouble shoot and problems solve moderately complex issues, both in service delivery and team interactions. Assist Family Engagement Advocates during home visits when necessary. Manage change effectively by demonstrating support for innovation and for organizational changes needed to improve quality and effectiveness, by initiating, sponsoring and implementing organizational change and by helping others to successfully manage organizational change.

Oversee team members' performance including making assignments, preparation of performance reviews for manager. Ensure employees' adherence to the organizations and department's policies, procedures and practices and review Time Star punches for their assigned centers prior to approval by the PFCE Manager.

Serve as an expert PFCE Case Manager for unique and/or high-risk family situations. Determine non-routine responses and maintain community contacts to address these situations.

Coach and mentor staff in their professional skills and knowledge. Coach staff toward continuous improvement of service delivery and skill acquisition. Uses an understanding of the needs, interest, strengths and weakness of others to identify opportunities for development and appropriate coaching and training methods. Mentor staff in setting and achieving professional growth goals. Maintain a positive, open and objective attitude towards others.

Support F.E.A.'s to ensure that parents have access to services and resources responsive to their interests and goals, and follow-up with them to ensure the referral met their expectations and circumstances.

Monitor and ensure F.E.A.'s create opportunities for parents to develop relationships with program staff and to participate in individualized family partnership agreement process as well as support families in the development and achievement of school readiness goals.

Ensure the F.E.A.'s maintain consistent contact with the teaching staff to integrate family partnerships goals with school readiness goals and classroom efforts to ensure integrated child and family services, to gain information regarding child's readiness for school.

Conduct ongoing monitoring and tracking on all family files to ensure Family Partnerships and services are implemented. Provide coaching and technical assistance to FEA's in the development and execution of work plans to correct identified problems.

Track family partnership efforts and outcomes on an agency wide basis, analyze data and make program development recommendations.

Establish and maintain partnerships with Center Directors to ensure Centers' family partnerships and goals are met.

Ensure coordination of case management reviews with Center Directors, Family Engagement Advocates, and others as appropriate.

Ensure F.E.A.'s document efforts to assist families, case management notes, follow-up and all necessary information in the child plus system.

Assist centers with resources. Ensure parent meetings are implemented and ongoing at each center. Address and/or assist with any parent concerns as appropriate.

Provide input and/or assist with development of procedures and systems for service delivery.

Participate in various meetings such as case management meetings, Operations meetings, ERSEA planning meetings, and community meetings, etc. Assist with the agency's recruitment efforts as assigned.

Perform additional assignments and duties as assigned by the Parent Family Community Engagement Manager that will include special projects of a large scope and complexity and keep him/her informed on all social service related issues.

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

Perform similar duties as required.

### **JOB QUALIFICATIONS**

**Education:** Bachelor's degree in social work, human services or related field.

**Experience:** Minimum of 2 years of social services or family or caseload experience and 1 year of supervisory or mentoring/coaching experience preferred.

**Knowledge:** Knowledge of the principles of family support and case management to coach and mentor staff, collaborate with related service areas and communicate with internal and external stakeholders. Knowledge of community programs and services. Strong knowledge of human behavior, family dynamics and human development. Knowledge of leadership and supervisory principles.

**Language Skills:** Strong oral, written, and presentation communication skills. Bi-lingual in English/Spanish is required. Able to effectively communicate at all levels of the organization and its customers. Writes and speaks clearly and grammatically correct.

**Math Skills:** Basic math skills required, including basic statistics.

**Other Skills:** Intermediate computer skills including ability to use word processing and spreadsheet software packages. Supervisory and leadership skills. Customer service skills. Skilled at working with high-risk families. Skilled at working effectively with culturally diverse clients.

**Reasoning Abilities:** Able to problem-solve in both program delivery and people-based situations, and react appropriately in stressful situations.

**Other Abilities:** Ability to work in a team environment and must be able to develop partnerships with community services, and successfully demonstrate professional, leadership qualities. Must be able to establish collaborative relationships with Center Directors and others to deliver quality customer service. Successfully comply with the provisions of Senate Bill 933 and Orange County Head Start's requirements relative to fingerprinting and criminal background checks.

**Other Requirements:** Must have a valid California Driver License and proof of insurance. Must be able to drive to and from different centers, meeting and/or training venues.

**REPORTING RELATIONSHIPS**

Reports to the PFCE Manager. Coach and mentor Family Services Advocates

**MAJOR BUSINESS/PROFESSIONAL CONTACTS**

Frequent contact with community agencies to develop collaborative relationships. Frequent contact with Center Directors, Content Area specialist and Management.

**WORKING AND ENVIRONMENTAL CONDITIONS**

Typically functions in an office and out in the community. Must be able to travel to centers on a daily basis.

**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 home visits or recruitment purposes.

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Print Name

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Employee's Signature

\_\_\_\_\_  
Date

Revised: 5/13