



Orange County Head Start, Inc. Career 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 (FEA) 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. Play a key role in Center Level Case Management to ensure high quality services and intentional follow up are provided to families. Input data into the ChildPlus 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/Language: Bachelor's Degree in human services or related field required. Bilingual in English/Spanish, English/Vietnamese, English/Farsi, or English/Korean required.

We offer an hourly wage of \$20.40, excellent benefits and the opportunity to serve young children and their families in Orange County.

Final filing date: December 18, 2020 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 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 of the PFCE Manager and PFCE Supervisor, the Family Engagement Advocate is accountable for implementing family partnerships, delivering quality case management and social services to families. 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 all potential and existing Orange County Head Start, Inc. (OCHS) families, businesses and professional contacts.

ESSENTIAL JOB DUTIES

Introduce the Family Success Plan process to families, schedule Family Success Plan meetings and complete in partnership with Head Start families. Set goals with individual families, follow-up on progress of goals and referrals, and input documentation into the ChildPlus 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 Success Plan meetings with each family within the assigned caseload. Enter family case notes into ChildPlus, conduct and appropriately document follow-up of goals and referrals, complete the Family Success Plan and score appropriately.

Review and organize children's files and review family's electronic record in ChildPlus data system.

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 ChildPlus database. Use the information gathered during the enrollment process, Family Success Plan process and day-to-day conversations with families to determine the best services to offer and provide.

Monitor classrooms' sign-in sheets and phone logs regarding absent children. Contact family or make home visits to develop a plan for child's return to school. Input center attendance into the ChildPlus database daily. Monitor center attendance and report to the PFCE Supervisor when monthly attendance falls below 85%.

Identify absenteeism trends at center and develop Attendance Success Plans with families to support children's school readiness.

Collaborate with the Center Director and take a teamwork approach to support the day-to-day tasks at the center, such as but not limited to; front desk coverage, answering telephones, completing the daily attendance log, gate duty, bus pick up and drop off, scheduling workshops, and coordinating meeting arrangements and notices, food delivery confirmation, following up with families regarding their children's physical and dental exams, etc. Also responsible for drafting Parent Committee Meeting minutes, for Center Director review and approval before submission.

Complete routine correspondence such as reports, forms, letters, meeting minutes, etc., and proof own work for spelling, grammar and accuracy. Retrieve, compile, and compute data and information for maintaining records and reports of department or center activities. Submit monthly reports to PFCE Supervisor.

Maintain consistent contact with the teaching staff to integrate Family Success Plan 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 Success Plan Indicators and Parent Interest Questionnaire, and ensuring that the required Financial Literacy, 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.

Assist with agency recruitment and enrollment by visiting community agencies to inform them of OCHS services and events, assisting potential participant families with the initial intake, answering enrollment questions and following up on pending application documentation.

Coordinate comprehensive support services for families in need through internal resources such as those provided through the health and nutrition departments at OCHS. Practice an integrated approach when linking family to internal services by collaborating with the rest of the Program Services departments to support and advocate for the families. Seek guidance from the appropriate support staff to better aide families. Provide resources as needed/identified by the family and/or by the staff. Document connections and follow up in ChildPlus.

Assess and evaluate the quality and effectiveness of the resources provided to families.

In collaboration with the Health department staff at OCHS, provide families with necessary information to obtain medical/dental insurance for children, and assist with locating a medical and/or dental home for families who need this assistance. Document health follow up conducted into ChildPlus and assist with hearing and vision screenings of children at the centers as needed (when support is requested by the Health department).

In collaboration with the Nutrition department staff at OCHS, provide families with necessary information and follow up as it relates to nutrition concerns. Assist with scheduling nutrition consultations with the Registered Dietician for children with high or low BMIs, anemia concerns, and/or other nutrition concerns. Document all efforts, materials provided, etc., into the ChildPlus database.

Read and respond to emails daily.

Support with verbal and written translation as needed.

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

Be familiar with all service areas/departments Plans, Policies and Procedures.

Perform additional assignments and duties as assigned by the PFCE Manager or PFCE Supervisors, and keep them informed on all family service issues.

NON-ESSENTIAL JOB DUTIES

Assist Center Director in setting up facilities for parents meetings and/or trainings. Support parents with facilitating meetings. Attend all trainings provided by the PFCE department and agency upon request.

Perform similar and incidental duties as required.

JOB QUALIFICATIONS

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

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, English/Vietnamese, English/Farsi and/or English/Korean 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. Excellent communication and customer service skills.

Reasoning Abilities: Must possess demonstrated problem-solving ability. Listen and deal empathetically with issues and problems. Respect and promote the unique identity of each child and family.

Other Abilities: Work in a team environment. Work with children and parents and coordinate various processes with Head Start personnel. Be flexible and adapt to change. 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, trainings and/or community event venues, as well as OCHS families' homes. 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 directly to the Parent, Family and Community Engagement Supervisor and will also be under the general supervision of the Parent, Family and Community Engagement Manager.

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, community businesses and agencies as needed; in addition to attending and participating in community and OCHS events.

PHYSICAL DEMANDS

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

Date: _____ By: _____
Signature

Print Name