

MAKE AN IMPACT. CHANGE LIVES. END POVERTY.

Company Overview

We believe every child deserves an opportunity to succeed. Orange County Head Start, Inc. is a non-profit organization laser focused on breaking down walls of educational and other injustices that exist for children and families in poverty in contrast to their peers. We break down these walls by providing windows of opportunity using the Head Start and Early Head Start models. In order to meet the objectives of our mission, we are looking for what matters most - people - who share our purpose and mission to help children and families who are at a disadvantage. Being on our team at Orange County Head Start, Inc. means you are passionate about your career and helping your community. You can make a difference every day in a child's life here. Do you have the right purpose to make an impact on a child's life and help them unleash their full potential while unleashing your own? The job Description indicates the major duties required, but does not include all the duties and qualifications required. OCHS is an equal opportunity employer.

Key Responsibilities:

- **Lead and manage:** Oversee a team of PFCE Supervisors and Family Engagement Advocates (FEAs), providing guidance, coaching, and professional development to optimize their effectiveness.
- **Strategic planning:** Develop and implement comprehensive engagement plans aligned with OCHS's mission and vision, ensuring equitable access to resources and opportunities for all families.
- **Community building:** Cultivate meaningful partnerships with community organizations, businesses, and government agencies to leverage resources and expand support networks for families.
- **Advocacy:** Champion the needs of families at OCHS and within the broader community, influencing policies and programs that promote their well-being and success.
- **Data-driven decision making:** Analyze program data and feedback to assess engagement initiatives, identify areas for improvement, and measure progress towards established goals.
- **Communication and collaboration:** Foster open and transparent communication with families, staff, and stakeholders, building trust and fostering a collaborative environment.
- **Compliance:** Ensure adherence to all relevant regulations and standards governing family engagement programs.

Job Qualifications

Education: Minimum of a Bachelor's degree in Psychology, Social Work, Sociology, Human Services, or related degree required. Master's degree preferred. Bilingual-English/Spanish required.

Experience: Minimum of 3 years of social or human services experience with a medium to large agency providing integrated social services to families. Head Start experience preferred. Minimum of 2 years of supervisory experience in a Head Start or similar agency.

We offer a salary range of **\$81,120 – \$85,280** annually with excellent benefits and the opportunity to serve young children and their families in Orange County.

Final filing date: Until Filled

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



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Job Title: Parent, Family and Community Engagement Manager	Admin: 0%	FLSA Status: Exempt
Department: Family Services	Programmatic: 0%	Prepared Date: 2/21/2007
Approved By: Policy Council	Date: 2/21/2007	Reports To: Board of Directors
Approved By: Governing Board	Date: 2/21/2007	Employment Contract: No
Grants Allocated To: 09CH011146	Pay Grade: 13	Job Code:

Job Purpose Summary

As a Parent, Family, and Community Engagement Manager at Orange County Head Start (OCHS), you will play a pivotal role in building strong and trusting relationships with our families and community partners. You will be the architect of impactful strategies that empower families to be active participants in their children's early learning journey, ensuring a holistic approach to their development and success. You will be the driving force behind building a robust and supportive network around our families, empowering them to be their children's strongest advocates. Success in this role requires a passion for early childhood education, exceptional leadership skills, strategic thinking, and a deep commitment to cultural competency and equity. You will be an effective communicator, adept at building relationships, and possess a tireless drive to make a positive impact on the lives of children and families.

Key Responsibilities:

- **Lead and manage:** Oversee a team of PFCE Supervisors and Family Engagement Advocates (FEAs), providing guidance, coaching, and professional development to optimize their effectiveness.
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- **Data-driven decision making:** Analyze program data and feedback to assess engagement initiatives, identify areas for improvement, and measure progress towards established goals.
- **Communication and collaboration:** Foster open and transparent communication with families, staff, and stakeholders, building trust and fostering a collaborative environment.
- **Compliance:** Ensure adherence to all relevant regulations and standards governing family engagement programs.

Essential Job Duties

1. Lead and manage a PFCE Team, providing coaching, mentoring, and professional development to optimize their effectiveness. Directly supervise the PFCE Supervisors in the delivery of the agency's PFCE services to participant families. Ensure PFCE team complies with Performance Standards in their delivery of services, including but not limited to family and community partnerships, parent engagement, coordinating with other departments, etc.
2. Support effective leadership by building a common understanding of organizational needs, values, vision, mission and strategic directives among PFCE staff. Maintain a positive, open and objective attitude towards others.
3. 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.
4. Establish and maintain partnerships with Management Team and Education Leadership Team to ensure high quality child and family services at all times.
5. Assist with the agency's recruitment efforts. Work with the Management Team to establish a tracking system of community partnerships.
6. Conduct interviews with the Human Resources Department. Ensure employees' adherence to OCHS and department's policies, procedures and practices.
7. Provide input and/or develop procedures and systems for service delivery.
8. Review work and provide direction. Troubleshoot and problem solve moderately complex issues, both in service delivery and team interactions. Provide coaching and professional development with the preparation and presentation of performance reviews and disciplinary action.
9. Serve as an expert Case Manager for unique and/or high-risk family situations. Maintain a current knowledgebase of services provided through federal, state, county, local and private agencies to leverage social services to OCHS children and families. Determine non-routine responses, and develop and maintain community contacts to address these situations.
10. Support centers by ensuring coordination of case management reviews with Center Directors, FEAs and others, parent committee meetings are implemented and ongoing at each center; provide resources and address and/or assist with any parent concerns as appropriate.
11. Collect and analyze data on program participation, parent satisfaction, and other relevant metrics to assess effectiveness and inform program improvement.
12. Conduct ongoing monitoring and tracking of all family records; this includes, but is not limited to, review of electronic files via ChildPlus to ensure all OCHS policies and procedures are implemented correctly. Provide coaching and technical assistance to PFCE Supervisors and Family Engagement Advocates (FEA) in the development and execution of work plans to correct identified problems.
13. Collect, assess and analyze PFCE data for continuous quality improvement of the agency. Track family partnership efforts and outcomes on an agency wide basis, analyze data and make program development recommendations.
14. Advocate for policies and programs that promote the well-being and success of children and families in the community.
15. Build and maintain strong relationships with families, fostering trust, open communication, and a sense of belonging.
16. Work to enhance varied opportunities for families to be involved in OCHS and the community. Develop and implement strategies to maximize parent and family engagement. Provide input and/or develop an objective tool to establish family partnerships with participant families.
17. Support the PFCE Supervisors with the Parent Engagement programs, to support the growth and development of Head Start parents and families. Innovate and enhance varied opportunities for families to be involved and engaged in OCHS and the community. Facilitate the Parent Engagement Committee and facilitate the Parent Education Curriculum at the center level.
18. Work a flexible work schedule that includes coordinating, attending and preparing for meetings and/or events in the evenings and weekends.
19. Identify and collaborate with community partners, including businesses, organizations, and government agencies, to leverage resources and expand support networks for families.
20. Stay abreast of best practices and emerging trends in family engagement and early childhood education.

21. Participate in various meetings such as case management meetings, integrated services team meetings, operations meetings, management meetings, ERSEA planning meetings, community meetings, and committee meetings, etc.
22. Perform additional assignments and duties as assigned by the Division Director of Program Services that may include special projects of a large scope and complexity and keep him/her informed on all PFCE related issues.
23. With colleagues, develop and implement comprehensive Parent, Family, and Community Engagement (PFCE) policies aligned with OCHS's goals, mission, and vision, ensuring equitable access to resources and opportunities for all families.

Non-Essential Job Duties

1. Perform similar and incidental duties as assigned or required.

Job Qualifications

1. **Education:** Minimum of a Bachelor's degree in Psychology, Social Work, Sociology, Human Services, or related degree required. Master's degree preferred. Bilingual-English/Spanish required.
2. **Experience:** Minimum of 3 years of social or human services experience with a medium to large agency providing integrated social services to families. Head Start experience preferred. Minimum of 2 years of supervisory experience in a Head Start or similar agency.
3. **Knowledge:** Knowledge of community programs and services. Strong knowledge of human behavior, family dynamics and human development. Knowledge of leadership and supervisory principles.
4. **Language Skills:** Strong oral, written, and presentation communication skills. Bi-lingual in English/ Spanish required. Able to effectively communicate at all levels of the organization and its customers. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to parents, and employees of the agency.
5. **Math Skills:** Basic math skills required, including basic statistics.
6. **Other Skills:** Intermediate computer skills including ability to type, enter data, use email, 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. Time management skills to effectively schedule and meet Program demands.
7. **Reasoning Abilities:** Able to problem-solve in both program delivery and people-based situations, and react appropriately in stressful situations. Ability to apply common sense understanding to carry out detailed and involved written or oral instructions.
8. **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.
9. **Other Requirements:** Must have a valid California Driver License and proof of insurance. Must be able to drive to and from different centers, meeting, training and/or community event venues, OCHS families' homes, etc.

Reporting Relationships

1. Reports to the Division Director of Program Services. Supervises designated PFCE Supervisors and designated Family Engagement Advocates.

Major Business/Professional Contacts

1. Frequent contact with community agencies to develop collaborative relationships. Frequent contact with the Education Leadership Team, Content Area Experts and management.

Working and Environmental Conditions

1. The work environment characteristics described here are representative of those an employee

encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

2. Typically functions in an office and out in the community. Must be able to travel to centers on a regular basis.
3. Requires working extended days and weeks including attendance at conferences, meetings, or workshops which may be held after normal working hours or in out-of-town locations. Requires working in high-risk neighborhoods.

Physical Demands

1. 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. 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. Must be able to physically go door to door in the community for home visits or recruitment purposes.
3. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move 10-30 pounds, and occasionally 50 pounds.

I have read the duties set forth in the above job description and understand that the failure to fulfill such duties may result in my termination of employment with this agency. I understand that Orange County Head Start, Inc. is an "at will" employer. I hereby agree that I will be on call for work according to California Law requirements during any program layoff.

Signature: _____

Date: _____

Print Name: _____

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