

Region 9 Education Cooperative

HEAD START PROGRAM ASSISTANT & FAMILY ADVOCATE Job Description

Position Title: Head Start Program Assistant & Family Advocate
Program: Head Start
Reports To: Head Start/EHS Director
Work Day: Minimum 7.5 hours daily
Contract Days: 215
Classification: Nonexempt
Salary Schedule: Head Start Family Advocate Scale

ESSENTIAL FUNCTIONS

1. Represents REC IX and its programs and its member districts in a positive manner, interacting with the general public and colleagues.
2. Adheres to applicable federal and state law and local policies and regulations for public education entities, including but not limited to 6.60.9 NMAC (Code of Ethics) (for example, IDEA, Department of Health, Head Start Performance Standards, FERPA, HIPAA, NAEYC, Licensing, etc.).
3. Communicates positively and effectively with parents, children, colleagues, and other agency personnel while maintaining confidentiality regarding all facets of REC IX programs in compliance with FERPA/HIPAA and other federal and state confidentiality regulations.
4. Attendance on a regular basis consistent with the REC IX attendance policy is required. Attendance at mandatory REC IX or program meetings and professional development is required.
5. Promptness is required including being present in the assigned work place at set times and on a daily basis in order to provide consistency and continuity of educational services. Promptness for mandatory REC IX or program meetings and professional development is required.
6. Proficient verbal communication skills and the ability to manage conflict in a civil, professional and courteous manner are required.
7. The ability to demonstrate flexibility in the performance of various job functions is required.
8. Inter-departmental planning and programming collaboration is required and cross-program overflow assistance when needed is required.
9. Maintaining an atmosphere that protects the privacy of confidential student and personnel records and information is required.
10. Understanding and compliance with the RECIX employee policy manual, R9 Head Start/EHS Staff Handbook, R9 Head Start/EHS Policy Manual, and Timeclock system are required.
11. Manages all front desk activities, including greeting agency visitors, enforcing sign-in safety procedures, which may include asking for picture identification, answering all incoming calls and transferring them to the appropriate person or taking messages.

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12. Explain application and selection process and collect eligibility documentation from interested families who are applying for Head Start. Assist the enrollment coordinator with entering applications and gathering required information for enrollment purposes.
13. Perform clerical duties, such as copy fliers, monitor office supplies and copier needs, sending faxes, order supplies and forms, verify delivery of supplies, signing packing slips, translating documents, and enter requisitions for supplies and materials.
14. Maintain the front office area so it is clean, organized, and inviting to children and families.
15. Deliver and pick up mail and supplies from Region IX on a regular basis or as needed.
16. Provide support to the Coordinating Staff, Teachers and Director in carrying out tasks to support the Head Start program.
17. Assist in coordination of transportation services for Head Start children and inform parents of the routes, times, and other information.
18. Assist in collecting meal counts and the delivery and return of meal carts as needed. Assist in the classrooms as needed.
19. Enter data, including Head Start applications, emergency forms, In-kind documentation, and other pertinent information into the database system.
20. Ensure program information is updated and communicated to families. Maintain all communication efforts for Head Start. If applicable, translate documents for the program as needed.
21. Assist in updating and copying the Head Start/EHS Parent Handbook and Resource guide on an annual basis. Assist in translating the parent handbook if applicable.
22. Perform the functions of this position with an understanding of the Head Start Performance Standards, Head Start Act, and program's Policies and Procedures with specific knowledge related to Eligibility, Recruitment, Selection, Enrollment, and Attendance (ERSEA) and transportation regulations.
23. Participate in the program's planning procedures including the Community Assessment development, Long- and Short- Term Goal planning.
24. Promote and participate in the parent, family, and community engagement philosophy and activities throughout the program. Participates in the Family Engagement Committee activities including 2 parent trainings, and 90% of the family engagement activities scheduled throughout the year. Support teachers with classroom activities and field trips throughout the year.
25. Complete and submit required monthly reports to the director and the Policy Council as required in a timely and accurate manner.
26. Facilitate the enrollment process by contacting new and returning families and inform them of their enrollment status. Schedule and conduct an enrollment meeting to orient families to the program thoroughly.
27. Build and maintain positive relationships with parents and families, and their children to ensure proper implementation of family services.

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28. During the enrollment meeting, engage families in a Family Partnership Agreement to assist them in identifying their family strengths, needs, and goals. Provide support and create opportunities to help fulfill goals that follow family-centered services. Conduct the PFCE outcomes assessment with each family to guide the FPA goal setting process.
29. Maintains a working knowledge of community resources and current trends in family services and ensure the delivery of social services, emergency and non-emergency services, directly or through referrals.
30. Checks immunization records of children on their caseload prior to the first day in the program to ensure children are up to date on immunizations based on the EPSDT schedule set by the state of NM. Collaborates with the Health Manager and school nurse on exclusions and exemptions.
31. Ensures all health/dental screening and follow-up treatments are completed for children on caseload according to Performance Standards and program policy. Documents screenings and follow up treatments in Child Plus, and any other case notes needed related to gaining access to such screenings.
32. Ensures health and dental timelines are met which include 30 day, 45 day, and 90 day OHS requirements per the performance standards. Monitors child screenings and requirements on a regular basis to ensure timelines will be met by generating reports and documenting efforts in Child Plus.
33. Maintains and updates family case records of services provided, including the accurately completing program paperwork, data entry, and generates reports within program timelines.
34. Monitors the family service area and program assistant area of the program using the ongoing monitoring plan. Conduct ongoing monitoring of the program using the ongoing monitoring tool, and conduct classroom observations as scheduled by the Education Manager.
35. Monitors staff to ensure children are being supervised at all times. Provides feedback if active supervision procedures are not being implemented, and collaborates with the Education Manager if necessary.
36. Collaborates with the Mental Health Coordinator/Social-Emotional Specialist as needed for mental health referrals and follow ups, and children on a behavior plan.
37. Responds to children's three-day absences and follows up according to procedure.
38. Make home visits with families as needed and attend home visits with teachers as needed.
39. Attends and participates in Pre-Service, Management meetings as needed, Staff Meetings, and a variety of professional growth activities designed to enhance skills and provide coordinator with current information, data and trends.
40. Attend and participate in staffings and/or Center Team Meetings monthly, and follow up on items discussed pertaining to service areas assigned.
41. Supports teachers as needed throughout the school day, and with classroom activities and field trips throughout the year.
42. Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

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QUALIFICATIONS

A credential or certification in social work, human services, family services, counseling or related field, or an Associate's in a related field is preferred. Willingness to obtain a credential or certification within 18 months of hire. Two years of case management experience preferred. Must demonstrate the following skills: written, verbal, interpersonal, organizational, time management, and computer. Must be able to read, write, and speak in English. Bilingual preferred. Must demonstrate dependability, cooperation, loyalty, responsible attitude and behavior. Must demonstrate a willingness to work in a cooperative working environment in a team setting. Computer expertise in the areas of word, database management, email, spreadsheet production, and data collection and analysis is essential. Must be able to pass a criminal history background check before hiring date, complete an initial health screening and TB test and every two years thereafter. Other qualifications determined necessary by the Head Start Director or Executive Director.

PERFORMANCE RESPONSIBILITIES/WORKER TRAITS

Must be able to adhere to the following responsibility and possess the following traits:

- a. Work a flexible schedule including some evenings
- b. Work with minimal guidance
- c. Knowledge of Community Resources
- d. Ability to present a positive image of the organization to members of the community
- e. Excellent interpersonal skills
- f. Ability to work individually and in a team setting
- g. Excellent time management skills and the ability to multi-task project
- h. Commitment to appropriate service provision for children and their families that are delivered in a culturally sensitive manner
- i. Exercise initiative and judgment in performing job
- j. Ability to understand oral and written instructions
- k. Writing ability appropriate for communication, reports and records
- l. Verbal communications to describe, explain, detail, and give instructions
- m. Manual dexterity sufficient to operate a computer and other office equipment, including, but not limited to, the telephone, fax machine, copier, and Ipad.
- n. Visual ability to see and read reports, documents, and records
- o. Auditory abilities capable of performing phone communication and interaction with other individuals

The usual and customary methods of performing the job's functions require the following physical demands:

I. SITTING TASKS

- A. Sitting is a frequent requirement 34 - 66% of the time

II. WALKING TASKS

- A. Walking is an occasional but essential requirement up to 33% of the time

III. STANDING TASKS

- A. Standing is an occasional but essential requirement up to 33% of the time

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IV. SPRINTING/RUNNING

- A. Sprinting/running is an occasional requirement
Example: in case of emergency

V. FLEXIBILITY

- A. Bending or twisting at the neck is an occasional requirement up to 33% of the time
- B. Bending or twisting at the trunk is an occasional requirement up to 33% of the time
- C. Squatting/stooping/kneeling is an occasional but essential requirement up to 33% of the time
- D. Reaching above the head is an occasional but essential requirement up to 33% of the time
- E. Reaching forward is an occasional but essential requirement up to 33% of the time
- F. Repeating the same hand, arm, or finger motion many times is an occasional requirement up to 33% of the time

VI. USE OF ARMS AND HANDS

- A. Manual dexterity is a frequent requirement 34 - 66% of the time
- B. Finger dexterity is a frequent requirement 34 - 66% of the time

VII. LIFTING 10 - 25 POUNDS

- A. Lifting 10 - 25 pounds is an occasional but essential requirement
- B. Lifting above the shoulders is a rare requirement
- C. Lifting above the waist is an occasional but essential requirement
- D. Lifting above the knees is a frequent requirement

VIII. LIFTING 26 - 50 POUNDS

- A. Lifting 26 - 50 pounds is an occasional requirement up to 33% of the time
- B. Lifting items above the shoulders is a rare requirement
- C. Lifting items above the waist is an occasional but essential requirement
- D. Lifting items above the knees is a frequent requirement

IX. LIFTING 50 - 75 POUNDS

- A. Lifting over 50 pounds is not a requirement

X. PUSHING AND PULLING

- A. Pushing and pulling 75 pounds and over is not a requirement
- B. Pushing and pulling 50 - 75 pounds is an occasional requirement
- C. Pushing and pulling 25 - 50 pounds is an occasional requirement

XI. USE OF PROTECTIVE EQUIPMENT

- A. Booties, gloves, or other protective equipment may be required as necessary.

Job Description Acknowledgement

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I have received, reviewed and fully understand the job description for Head Start Program Assistant and Family Advocate. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name _____ Date _____

Employee Signature _____

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