

# Champaign County Regional Planning Commission

## POSITION DESCRIPTION

**Position Title:** Child and Family Services Manager

**Reports To:** Head Start/Early Head Start Director

**Supervises:** Family Advocates, and as assigned, Family Services Specialist or Social-Emotional Development Specialist

**FLSA Status:**  Exempt  Non-Exempt

### **General Duties:**

- Participation on CCHS program management team.
- Oversight and overall coordination of family development, health, dental, mental health, nutrition, disabilities, ERSEA and record-keeping systems.
- Ongoing monitoring, reporting and evaluation of family development, health, dental, mental health, nutrition, disabilities, ERSEA and record-keeping systems.
- Building and maintaining collaborative partnerships with community agencies and families.
- Integrating program services for children and families and assisting in providing referrals, resources, supports and follow-up.
- Coordinating training for families and staff.
- Oversight of CACFP and training for the staff.

### **Specific Duties and Responsibilities - Service Area Administration:**

- Implement Active Supervision of Children procedures to ensure each child is safe and accounted for at all times.
- Coordinate the annual Community Assessment.
- Comply specifically with Head Start Program Performance Standard 1305.4 regarding determination, verification and documentation of eligibility for Head Start/Early Head Start services.
- Develop ongoing recruitment plan and ensure full implementation and compliance of the ERSEA and Family Partnership systems.
- Recruit and enroll children and expectant families using the established priority and eligibility systems. Coordinate and maintain program wide waiting list.
- Work collaboratively with fiscal staff in order to ensure the acquisition of child care subsidy revenue.
- Provide training and support to program staff in regards to documentation, case management, transition for HS/EHS children and families.
- Conduct and facilitate staff meetings and update the following manuals: family services, health and disabilities, nutrition, and mental health.
- Update the Parent Handbook annually.
- Conduct file audits and provides appropriate feedback to staff.
- Coordinate with the management team the administration of the database system.
- Maintain accurate family demographic, enrollment, attendance, health, disabilities, nutrition, and CACFP records.
- Conform to Head Start Performance Standards insuring children have ongoing source of continuous, accessible health care and are up-to-date on age appropriate preventive and primary health care, which includes medical, dental, nutrition, and mental health.
- Notify and assist the family advocates/home visitors/family child care mentors of children who are not up to date on age appropriate preventive and primary health care.

- Establish formal and informal relationships with community resources providing health, dental and mental health services as well as special services for children with disabilities.
- Conform to Performance Standards insuring children receive linguistically and age appropriate developmental, sensory and behavioral screenings of motor, language, social, cognitive, perceptual, and emotional skills.
- Establish and maintain a system, which insures ongoing communication with the parents of children with identified health needs to facilitate the implementation of the follow-up plan.
- Establish and maintain a system, which facilitates the identification of any new or recurring medical, dental, or developmental concerns so children receive timely and appropriate referrals.
- Work with parents to familiarize them with the use and rationale for all health and developmental procedures.
- Assist parents in participating in a system of ongoing family health care and encourage them to be active partners in their child's health process.
- Assist teachers and make home visits when warranted in meeting the needs of children with a disability and/ or special needs.
- Locate, develop, and maintain appropriate procedures and providers to provide quality program health and disability services within the limitations of the budget.
- Identify and provide needed training for staff and parents for individual children with a disability and/or special health needs.
- Use available technology to increase efficiency, maintain accurate up to date records and accurate up to date reports.
- Supervise and ensure completion of referral and follow-up services of all screenings.
- Develop and maintain disability records on a confidential basis.
- Provide required monthly, quarterly, and annual reports of services.
- Update and monitor program plans annually.
- Perform other duties as assigned.

### **Personnel Administration:**

- Provide direct supervision and oversight to Family Services Specialist, Family Advocates, and Social-Emotional Development Specialist, as assigned. Complete professional development assessments, performance reviews and corrective action plans.
- Participate in the selection, interview, hiring, and orientation process of new employees.
- When necessary, participate in investigations of violations of policies and procedures, issue discipline and participate in the grievance process.
- Complete payroll data entry. Monitor and approve staff time, time-off, travel and reimbursement requests.

### **General Administration:**

- Represent the program in the community to develop community awareness, foster partnerships and enhance the image of the program.
- Work collaboratively with agency staff to provide comprehensive delivery of child development, health, family support, referral, and crisis intervention services to families.
- Comply with Head Start Performance Standards, DCFS licensing requirements and all other local, state and federal regulations.
- Participate in Professional Development experiences including facilitating and participating on program quality improvement and evaluation committees.
- Perform other duties as assigned by the Director or Executive Management.

### **Required Knowledge, Skills, and Abilities:**

- Minimum: Bachelor's Degree in Education, Health Care, Social Services, and/or Special Education and two years related professional supervisory experience working with young children from birth to kindergarten entry, or a non-human services bachelor's degree and eight years of related professional supervisory experience working with young children.
- Must possess strong skills in the use of common office software for word processing, spreadsheets and databases. Ability to learn the use of web-based systems.

- Demonstrate ability to prioritize and handle emergency or crisis situations.
- Knowledge of community resources as they relate to Head Start children and their families, particularly as these resources relate to health and disability services.
- Effective management, interpersonal, oral and written communication skills necessary to relate well to children, parents and community and to provide supervision to subordinate staff.
- Must meet all requirements for child care staff as defined by the Illinois Department of Children and Family Services.
- Maintain confidentiality of families and staff.
- Adherence to the principles of EEO and ADA.

**Essential Functions:**

For any program option and/or event, the ability to:

- observe participating children and/or families
- observe staff job performance
- conduct safety audits
- travel to meetings, training, service delivery, and other work sites
- provide necessary emergency response to children, families and/or staff
- sit/stand at a desk 70% of workweek
- travel 15% to 20% of workweek
- lift and carry a child averaging 35 pounds in an emergency situation at a site

**Competencies:**

- Needs assessments
- Problem Solving/Analysis
- Project Management
- Communication Proficiency
- Decision Making
- Ethical Conduct
- Time Management
- Crisis intervention

**Work Environment:**

- primarily climate controlled with minimal safety/health hazard potential
- bending
- occasional lifting (overhead, waist level)
- noise level is typically quiet with minimal sound distractions from conversation, doors opening and closing
- frequent near-vision use for reading and computer work

**Disclaimer:**

The job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Approved by Policy Council: 2016

Signature of Employee \_\_\_\_\_

Date \_\_\_\_\_