



Northcoast Children's Services

P.O. Box 1165, Arcata, CA 95518 ~ Phone: (707) 822-7206 ~ (800) 808-7206
Web site: www.ncsheadstart.org ~ FAX: (707) 822-7962

JOB DESCRIPTION Northcoast Children's Services **FAMILY WORKER II**

Under the direction of the Family Partnership Director, the Family Worker II is responsible for managing the delivery of comprehensive and integrated services to children and their families in independently operated Head Start-Early Head Start enhanced programs. This is a non-exempt position.

THE ESSENTIAL JOB FUNCTIONS ARE AS FOLLOWS:

I. Demonstrate Principles of Family Support

1. Develop a trusting relationship with families of enrolled children, making them the senior partner by helping them to improve the quality of life for the entire family.
2. In partnership with families, NCS staff, and involved agencies, manage resources for families by making and following up on referrals and coordinating logistics to insure good communication between the families and all involved partners.
3. Plan and implement outreach programs to ensure full enrollment, strong community support and successful transitions for children and families.
4. Take a lead role in helping parents with the following: to understand the development of their children, grow their parenting skills, ensure their child's safety, and improve the family's overall quality of life.
5. Conduct parenting education activities, teach parents to lead parent committee meetings, and encourage parents to participate in support and community groups.
6. Demonstrate appropriate response to children and families that have experienced physical & emotional abuse, neglect, violence, substance abuse, and mental health concerns and strive to provide resources that address those issues.
7. Demonstrate appropriate crisis intervention when required.
8. Regularly observe children and families in relation to developmentally and culturally appropriate norms and standards. Communicate those observations and their indication of strengths and possible concerns to families and appropriate staff.

II. Achieve Positive Child and Family Outcomes

1. Utilize NCS screening and assessment tools and performance standard guidance to address child health, nutrition, and family needs and provide effective follow-up on information gathered.
2. Provide positive child guidance.
3. Organize family conferences, participate in child study teams, case conferences, inter-agency conferences, and Individual Education Plans (IEP's) and/or Individual Family Service Plans (IFSP's).
4. Maintain legible and objective narrative case notes, adequate records that are to be submitted in a timely manner, and complete and readable documentation and required reports.
5. Provide transportation to families in accordance with NCS transportation policies.

III. Effective Management of Caseload

1. Demonstrate ability to organize time to provide effective and efficient services to children and families.
2. Appropriately address conflicts and differences between staff, parents, and children.
3. Predict unsafe situations and take precautions.
4. Promote effective teamwork by supporting all members of the team and model a positive, non-judgmental attitude in working with staff, volunteers and families.
5. Build liaisons and cooperation with community agencies and partners.

IV. Manage Professional Growth and Development

1. Promote high quality interpersonal communication between children, families, peers, support/management staff, community services/schools, and community helpers.
2. Demonstrate self-awareness, self-regulation and motivation to assess own skills. Utilize those skills and NCS performance reviews and ongoing feedback to make and follow up on plans for professional development.
3. Demonstrate appropriate professional role including: a) an understanding of boundaries, b) maintenance of confidentiality, c) working with allotted budget, d) timely notification to supervisor of absence from any work activity, and e) presenting acceptable behavior at all times.
4. Follow NCS Personnel Policies and other policies, applicable State and Federal regulations and standards, and NCS, Head Start and Early Head Start mission, goals, and plans.
5. Perform other duties as assigned.

QUALIFICATIONS:

1. BA Degree from a four-year college or university in social work, psychology, child development or a related field desired.
2. Bilingual in Spanish language preferred.
3. Possess two years of case management or home visiting experience or working with at-risk families.
4. Knowledge of community resources and how to access services for children and families.
5. Possess knowledge of child development and be sensitive to the needs and characteristics of young children and families.
6. Ability to read, write, and communicate effectively in English.
7. Knowledge of standard record keeping including progress notes and maintenance of required documentation.
8. Ability to work effectively as a member of a team.
9. Must provide evidence of reliable, insured transportation available for travel during working hours.
10. Driver must provide evidence of a valid driver's license and good driving record.
11. Driver must provide evidence of current automobile liability insurance.

Physical Requirements

1. Must successfully complete a health screening and provide proof of the absence of TB no later than 7 days following the date of hire.
2. Physical agility to bend, stoop, walk, reach overhead, push/pull, squat, twist, and turn.

Health and Safety Training Requirements

1. Must have a current Criminal Record Clearance with current Child Abuse Index Check on file with Community Care Licensing, or provide fingerprints and a Child Abuse Index Check prior to the first day of work in order to obtain a Criminal Record Clearance from the Department of Justice.