NEK-CAP, Inc.
Family Development Coordinator

**Job Title:** Family Development Coordinator  
**Department:** Head Start  
**Reports To:** Family and Community Resource Manager  
**FLSA Status:** Non-Exempt  
**Prepared By:** HR Department  
**Prepared Date:** January 2017  
**Approved By:** NEK-CAP, Inc. Board of Directors  
**Approved Date:** 1/19/2017  
**Salary Range:** $14.01 - $26.89

**Summary**
Head Start is a program providing low-income children and their families, support and services for child development; support for parental roles, and promoting family development/self-reliance. The Family Development Coordinator supports the areas of Family Engagement, Health and ERSEA to ensure Head Start Performance Standards and the Head Start Act are carried out by Head Start staff. Family Development Coordinator supports the Family Development Advocate position by modeling work with families. This is a 40 hour a week, 10 month position.

The Family Development Coordinator is responsible for day-to-day observation and guiding Family Development Advocates, in conjunction with the Family & Community Resource Manager and Health & Safety Manager. Work involves program delivery; coordinating staff and program development for continuous, optimum improvement; providing technical assistance to Family Development Advocates; increase quality home visitor skills; encourage, empower, and inspire Family Development Advocates to grow and expand knowledge and skills regarding, early childhood, community resources, and health services. Work is performed under the supervision of the Family and Community Resource Manager, and reviewed through regular supervision, reports, and program achievements.

**Supervisory Responsibilities**
Direct Supervisory is not applicable for this position. The Family Development Coordinator provides indirect supervision of the Family Development Advocates in the full school day-full school year centers.

**Essential Duties and Responsibilities**

**Management Systems**

**Planning**
- Assist Family Development Advocates to engage stakeholders (parents and staff) in planning
- Know and understand Program Information Report (PIR) and in partnership with the Center Manager and FDA monitor and review PIR information throughout the school year for continual updates and completeness
- Use program data to design and implement program changes to improve program
services on an ongoing basis, in conjunction with the Early Head Start/Head Start Leadership Team and the Family & Community Resource Manager

**Ongoing Monitoring**
- Assist with auditing children’s files using current File Audit Systems.
- Attend and help plan family engagement activity’s and provide Family Development Advocates with feedback about the engagement and learning experience for the parents
- Ensures Head Start, in conjunction with the Early Head Start/Head Start Leadership Team, is in compliance with all regulations by developing and maintaining ongoing monitoring systems.
- Weekly reporting/supervision with supervisor
- Monitor and provide guidance on PIR information with Family Development Advocates
- Meet with Family Development Advocates on a monthly basis, or as needed
- Attend home visits with Family Development Advocates, as needed, to ensure and monitor appropriate home visiting techniques and family engagement
- Assist Family Development Advocates in meeting enrollment goals and active recruiting plans
- Assist Family Development Advocates with strategies of record keeping, entry/inputting, filing, scanning, and ESPDT health requirements/follow-up for children in the Head Start program
- Support Family Development Advocates and Health and Safety Manager to ensure children’s individual medical needs are being met through monitoring of health appointments and development of health plans with families
- Assist with the Coordination of the program’s training system, which will support staff in working effectively with children and parents through ongoing staff development, training, and mentoring
- Support the Family and Community Resource Manager with regular child and family staffing’s to assess children’s individual progress and recommend appropriate and timely referrals to meet child and family needs
- Provide assistance and provide ongoing training to staff to support their continuous growth in successfully implementing the child outcomes process for children

**Communication**
Follow Communication Policy and Procedures as it pertains to communication with centers, other entities and families. Active participation in all training and meetings as assigned. Communicate and cooperate with all Early Head Start/Head Start Leadership Team to promote consistent exchange of information and a cooperative environment.

- Check emails daily and respond to emails daily.
- Develop and maintain communications providing the sharing of accurate and timely information with staff, families, and the general community promoting Head Start services and outcomes
- Develop and maintain communications with the Early Head Start/Head Start Leadership Team, Director of Program Operations, and Family and Community Resource Manager
providing accurate and timely information regarding the Head Start Program and services being provided

- Serve as a proactive voice for children and families to encourage coordination or collaboration.
- Share pertinent information with appropriate Early Head Start/Head Start Leadership Team to ensure coordinated services meet needs of individual children and families

**Record Keeping and Reporting**

All staff will follow the Policies and Procedures as it pertains to Record-Keeping and Reporting. All staff must keep parent/child and staff information confidential. Information about families and children should be shared only when it pertains to the child’s well-being and safety.

- Maintain filing and documentation as requested by the Family and Community Resource Manager and the Health and Safety Manager
- Use agency software to effectively manage data and information
- Review completed family engagement documents for attendance and accuracy
- Assist Family Development Advocates with technical assistance in Cap60 as needed, to ensure appropriate and timely entry and documentation
- Assist with the system that is in place to measure and track child and school readiness outcomes for Head Start children and use the results to assist with the program’s annual self-assessment, improvement, and planning process
- Assure that Family Development Advocates follow through filing; tracking and documentation are up to date and provide confidentiality of child and family records
- Assure that Family Development Advocates follow through with all child files so they are completed and maintained according to program guidelines and expectations
- This person will sign in upon arrival and out as they are leaving each site.

**Human Resources**

- Assist with orientation for new Family Development Advocates
- Promote staff self-care and safety
- Promote staff team building activities and building positive staff morale
- Review, sign timesheet and scan to Family & Community Resource Manager
- Be flexible and plan and adjust operations to meet changing or emergent program requirements within available resources and with minimum sacrifice to quantity or quality of work
- Manage your own leave time letting your manager know your schedule and keeping in mind responsibilities and quality as you schedule your leave time
- Fill out staff professional development plan annually and review at least twice more during the school year
- Adhere to requests from Early Head Start/Head Start Leadership Team
- Attended all required trainings, including but not limited to; Child Abuse and Neglect, Driver’s Improvement, Blood Borne Pathogens, First Aid and CPR training, etc.
- Uphold the shared values of the agency as found in the employee handbook.
• If asked to participate, it is possible for the Family Development Coordinator to join an employee committee, safety committee, etc.

Fiscal Management
• Assist the Family Development Advocates in the Head Start Program to meet all requirements of federal non-share (in-kind)
• Report budget questions and management to the Family and Community Resource Manager
• Assure staff understand the non-federal share requirement and generate and document non-federal share (in-kind) contributions from parents and others
• Responsible for the proper care and handling of equipment and materials purchased with Head Start funds

Program Governance
Lead for the good of the organization, understand the big picture and use it as a framework to make decisions. This position is responsible for making decisions that support program quality, maintaining program accountability and upholding the shared values of the agency.

• Understand the structures and processes in place to promote full participation of the Multi-County Board (Governing Body) and the Policy Council
• Train the Multi-County Board and/or Policy Council, as requested by Supervisor, Director of Program Operations, and/or Executive Director
• Promote consistent exchange of information and a cooperative environment with the Early Head Start/Head Start Leadership Team and center staff

Facilities, Materials, Equipment, Technology and Transportation
This position is responsible for assisting in maintaining that the facility stays clean, safe and accessible to persons with disabilities as required by the Section 504 of the Rehabilitation Act, and to implement policies and procedures and protocols as they pertain to facilities, materials, equipment, technology and transportation.

• Evaluate that all Family Development Advocates have materials, equipment and technology to provide high quality services. Reports any needs to the Family and Community Resource Manager
• Follow all NEK-CAP, Inc. policies, procedures, protocols and regulations for the use of agency vehicles.
• Assure that materials, facilities, equipment, technology and transportation of program are being used appropriately and as requested, in conjunction with the Family and Community Resource Manager

Self-Assessment
All staff are responsible for promoting the ideals of the program and Head Start Performance Standards and for making recommendations for improvements.

• Participate in the Head Start Self-Assessment to assess progress in meeting local goals and objectives, evaluate program compliance and develop any improvement plans
**ERSEA (Eligibility, Recruitment, Selection, Enrollment and Attendance/Participation)**

- Assist the Family and Community Resource Manager and the ERSEA/Information Data Manager with the development of the Head Start recruitment plan to assure full enrollment in program
- Assist the Family Development Advocates with the responsibility for recruitment of families for services

**Services**

**Child Health and Safety**

- While attending family engagements, assure that the locations (indoors and outdoors) are safe and age-appropriate for children and families attending
- Assure that Family Development Advocates are taking safety precautions when visiting families in their home, as well as during family engagements. Provide guidance when needed, in conjunction with the Family and Community Resource Manager
- Assure that Family Development Advocates are completing and facilitating required health assessment per agency policy

**Child Development and Education**

- Attend home visits with Family Development Advocates, as requested by Early Head Start/Head Start Leadership Team and/or other staff, to observe, analyze, and provide feedback for staff
- Support FDA to ensure follow through on referrals
- Attend Early Head Start/Head Start Leadership Team meetings to plan and share information, as needed or as requested

**Family and Community Engagement**

- Work closely with the Family and Community Resource Manager and the Health and Safety Manager in promoting ongoing, respectful, and goal-oriented partnerships with all parents participating in the Head Start program to ensure parents have an opportunity to meet the needs of the child(ren) and family as they work towards self-reliance
- Support Disabilities/Mental Health Manager to ensure staff receives mental health support
- Ensure staff promotes positive parent-child relationships through parent education, while at family engagements and during home visits
- Ensure staff support parents as their children’s life-long educators and engages families in the transition process

**The Head Start Parent, Family and Community Engagement Framework (PFCE)**

- Parent and family engagement in Head Start is about building relationships with families that support family well-being, strong relationships between parents and their children, and ongoing learning and development for both parents and children. Support the PFCE framework with all staff, planning and supporting engagement activities that are systemic
and integrated across all areas so family engagement outcomes are achieved, resulting in children who are healthy and ready for school.

**General Performance Areas**
- Perform other duties related to the goals of the department and agency as assigned. Comply with all confidentiality regulations.

**Competencies**
To perform the job successfully, an individual should demonstrate the following competencies:

- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.

- **Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

- **Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
**Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

**Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

**Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

**Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

**Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

**Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

**Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
**Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

**Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality** - Work week is five days per week at 7.5 hours per day. Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability** - Follows instructions; Responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
Qualifications
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience
Education Required: Bachelor’s degree from an accredited institution. Preference given to degrees in Social Work, Family Studies, Human Services, or Early Childhood Education.

Experience working in the social services, early childhood or family services field.

Language Skills
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills
To perform this job successfully, an individual should have knowledge of Database software; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations
All Certificates and Licenses will be maintained during Employment,
Family Development Credential after hire
Crisis Intervention Training Program after hire
CPR and First Aid Certification after hire
Child Abuse and Neglect Training after hire
Blood borne Pathogens Training after hire
DIP/AAA after hire

Other Skills and Abilities
Prior home visiting experience

Other Qualifications before Hire
Health Assessment and TBA Test
Drug Screen
Background Check
Valid State Driver’s License based residency
Personal automobile insurance

**Physical Demands**
The physical demands described here are representative of those that must be met by an employee working in an early childhood environment to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand or sit in adult or child-sized chairs or furniture, including tables. The employee is occasionally required to walk, use hands to finger, handle, or feel; reach with hands and arms; twist, bend and stoop, crawl or be on the floor, including getting down and up from the floor. Assist children in toileting and or diaper of children. The employee must be able to lift and/or move at least up to 50 plus pounds several times daily, including repeatedly moving self, children or objects in and out of vehicles. Be able to go up and down stairs while carrying work related materials or other objects. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus. The employee must be able to handle the temperature of the working area.

**Work Environment**
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. The noise level in the work environment is usually moderate.

Work is performed both in an office setting and program participants’ homes. Home environments include a variety of different conditions, including but not limited to, homes in various states of disrepair, safety and different degrees of cleanliness. You may witness unfamiliar scenes, situations and practices consisting of drug paraphernalia, hygiene, abuse and neglect, food preparation, etc. Follow agency policy when confronted with these issues.

Travel to a variety of locations to perform work and/or attend meetings.

**Family Development Coordinator**

I ______________________________, have reviewed the job description on this date________________.

_________________________________   ________________
Staff Signature        Date