



## BLAIR COUNTY HEAD START

## POSITION DESCRIPTION

**NAME:**  
**JOB TITLE:** Family &  
Community  
Partnerships  
(FCP)  
Supervisor

**DEPARTMENT:** Family &  
Community  
Partnerships and  
Health Services

**FLSA STATUS:** Non-Exempt  
**PAGE:** 1

### OVERALL PURPOSE OF JOB:

This position is responsible to monitor the provision of social services to families served by the program through observations of home visits and random checks of required paperwork. In addition, this position is responsible for the orientation of new hires and the on-going provision of developmental opportunities for Case Managers, and Home Visitor staff.

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### CORE ORGANIZATIONAL SUCCESS FACTORS:

#### 1. COMMUNICATION

##### PERFORMANCE MEASURES:

- Openly communicates necessary information with accuracy in a timely manner. Check e-mail daily and use basic word processing to create written communication.
- Refrains from divulging confidential information.
- Prepares legible documentation.
- Effectively listens and completely reviews documentation before commenting.
- Communicates all information, opinions, and ideas in a positive manner.

#### 2. CUSTOMER SERVICE

##### PERFORMANCE MEASURES:

- Is aware of the potential impact of own attitude and behaviors and makes appropriate adjustments to assure that communication and services are purposeful and appropriate.
- Demonstrates knowledge of how different parts of the organization fit together when providing service to clients.
- Recognizes the successes of staff and clients.

#### 3. PROFESSIONALISM

##### PERFORMANCE MEASURES:

- Demonstrates respect, honesty, integrity, and fairness to all.
- Gains knowledge to ensure competency which leads to professionalism.
- Demonstrates a willingness to use knowledge gained and to distribute it to others.
- Follows work procedures, policies, and the Head Start service plan.

#### 4. RESPONSIBILITY/ACCOUNTABILITY

##### PERFORMANCE MEASURES:

- Makes rational decisions and is answerable for those decisions.
- Attends work, meetings, and appointments regularly and on-time.
- Completes follow-up/follow-through with assignments and decisions.
- Maintains responsibility and accountability for program resources such as time, money, equipment, etc.

#### 5. TEAMWORK

##### PERFORMANCE MEASURES:

- Strives to be "solution-focused" rather than "problem-focused" and presents recommendations that best meet the needs of clients, the organization, and community.
- Maintains constructive team relationships, coordinates effective goals, and identifies/plans ways to effectively work together with other team members.
- Demonstrates flexibility and adaptability to change.

### CORE ORGANIZATIONAL SUCCESS FACTORS:

#### 1. COMMUNICATION

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### PERFORMANCE MEASURES:

- Openly communicates necessary information with accuracy in a timely manner. Check e-mail **and voicemail** daily and use basic word processing **and company management systems. (i.e. ChildPlus)** ~~to create written communication.~~
- Refrains from divulging confidential information **regarding students, families or employees.**
- Prepares legible documentation.
- Effectively listens and completely reviews documentation before commenting.
- Communicates all information, opinions, and ideas in a positive manner **including on social media.**

### 2. CUSTOMER SERVICE

#### PERFORMANCE MEASURES:

- Is aware of the potential impact of own attitude and behaviors and makes appropriate adjustments to assure that communication and services are purposeful and appropriate.
- Demonstrates knowledge of how different parts of the organization fit together when providing service to clients.
- Recognizes the successes of staff and clients.
- **Responds to internal and external customer service inquiries in a timely manner.**

### 3. PROFESSIONALISM

#### PERFORMANCE MEASURES:

- Demonstrates respect, honesty, integrity, and fairness to all.
- Gains knowledge to ensure competency which leads to professionalism.
- Demonstrates a willingness to use knowledge gained and to distribute it to others.
- Follows work procedures, policies, and ~~the Head Start service plan~~ **Head Start Program Performance Standards.**
- **Represents agency in a professional manner when attending any agency program or event.**

### 4. RESPONSIBILITY/ACCOUNTABILITY

#### PERFORMANCE MEASURES:

- Makes rational decisions and is answerable for those decisions.
- Attends work, meetings, and appointments regularly and on-time.
- Completes follow-up/follow-through with assignments and decisions.
- Maintains responsibility and accountability for program resources such as time, money, equipment, etc.
- **Follows all policies and procedures in Employee Handbook.**
- **Follows Recognizing Child Abuse and Mandated Reporter procedures.**

### 5. TEAMWORK

#### PERFORMANCE MEASURES:

- Strives to be "solution-focused" rather than "problem-focused" and presents recommendations that best meet the needs of clients, the organization, and community.
- Maintains constructive team relationships, coordinates effective goals, and identifies/plans ways to effectively work together with other team members.
- Demonstrates flexibility and adaptability to change.

### ESSENTIAL FUNCTIONS (other duties may be assigned)

#### 1. **Provide supervision, assistance and training to assigned case managers, ~~and home visitors.~~**

##### PERFORMANCE MEASURES:

- Answer questions as needed.
- Provide resources for job enhancement/job development.
- Provide opportunities for observation/training as needed.

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**PAGE:** 3

- Work with Family and Community Partnership Manager to develop an annual calendar/schedule for case management staff.
- Provide ongoing performance feedback and ensure that it is documented accurately in the employee's annual performance appraisal.

### 2. Support the Implementation of School Readiness

#### PERFORMANCE MEASURES:

- Demonstrate knowledge of current School readiness goals.
- ~~Review current School Readiness Goals with families on home visits and at Family Engagement events, as required.~~
- Coordinate with other DST staff to encourage each family's school readiness goals.

### 3. Assist in implementing the Head Start Parent, Family & Community Engagement framework for the purpose of encouraging family engagement and maximizing non-federal share in the Head Start Program.

#### PERFORMANCE MEASURES:

- Assist in facilitating the Family Engagement ~~Community Partnership~~ Advisory Committee.
- Assist in planning family engagement activities program-wide and center-wide
- Attend at least five (5) family engagement activities per program year.
- Observe and monitor assigned parent meetings.
- ~~Review and approve FCP portion of classroom calendars.~~

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### 4. Observe assigned Case Manager and Home visitors home visits.

#### PERFORMANCE MEASURES:

- Observe two home visits per home visit round (3 rounds per year) with new hires (employed 1 year or less) or as otherwise required by the Family and Community Partnership Manager.
- Observe one home visit per home visit round (3 rounds per year) with Case managers employed ~~1-3~~ ~~one~~ years or more or as otherwise required by the FCP Manager.
- Complete home visit observation form after each visit observed.
- Complete Social Service Home Visit Folder checklist after each visit observed.
- Provide training opportunities for assigned Case manager to observe home visits.
- ~~Observe 1 home visit per year or more as dictated by FCP Manager for Case Managers employed 3 years or more.~~

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### 5. Review the Home Visit Folders/documentation of each assigned Case Manager ~~and Home Visitor.~~

#### PERFORMANCE MEASURES:

- ~~Review 20% Home Visit Folders and accompanying case notes each month for each new hire.~~
- ~~Review 10% Home Visit Folders and accompanying case notes each month for mid level (1-3 years) case managers assigned.~~
- ~~Review 1 Home Visit Folder and accompanying case notes each month for veteran (4 years or more) case managers assigned. Complete Social Service Home Visit Folder checklist for each folder monitored.~~
- ~~Review 2 folders and complete folder checklist per classroom 2 times per year.~~
- ~~Review all withdrawn family folders.~~
- ~~Complete random folder review periodically.~~

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### 6. Provide individualized training for newly hired Case Mmanagers. ~~and Home Visitors.~~

#### PERFORMANCE MEASURES:

- Review Social Service FORMS book with new hire within 2 days of their start date.
- Ensure new hire training is completed by acknowledging on the training checklist.
- Provide opportunities for the new hire to observe at least ~~4~~ ~~2~~ home visits of the current home visit round.

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- Accompany new hire on 2 home visits prior to the new hire conducting home visits alone. If necessary, observe 2 additional home visits of that round depending upon the new hire's prior experience and comfort level. ~~Two~~ 2 visits from each round will be observed for the remainder of the training year.
- Provide opportunities for new hire to observe 6 income verification home visits with a variety of income types. and complete a Visit Observation Checklist for each.

### 7. Monitor individual child attendance to align with Head Start Performance Standards.

- Conduct monthly monitoring of assigned Case Manager.
- Assist Case Manager with attendance monitoring per FCP Procedure 620.
- Facilitate KID meetings and follow-up with any actions needed.
- Ensure action plan is completed.

### 7. Provide assistance to the Family and Community Partnership Manager as requested.

#### PERFORMANCE MEASURES:

- Assist in the development of training and workshop opportunities for Case Managers and Home visitors.
- Create memos, meeting agendas and meeting handouts for meetings.
- Assist in conducting the meetings monthly.
- Assist in the development of FCP Calendar.
- Develop handouts and collect resources for home visit rounds.
- Develop presentations regarding the Family and Community Partnership area for all staff and local community and state workshop events.

### 8. Participate in Program Planning.

#### Performance Measures

- Establish an effective written record keeping and monitoring system including PIR; provide information as requested.
- Participate in program self assessment and ensure that no areas of non-compliance exist.
- Participate and assist in monitoring CQI plan.
- Attend assigned Management Team meetings and provide necessary information requested to make effective decisions.
- Annually update Family Community Partnership service plans and policies/procedures.

### 9. Provide assistance to the Family and Community Partnership Manager as requested.

#### PERFORMANCE MEASURES:

- Assist in the development of training and workshop opportunities for Case Managers and Home visitors.
- Create memos, meeting agendas and meeting handouts for meetings.
- Assist in conducting the meetings monthly.
- Assist in the development of FCP Calendar.
- Develop handouts and collect resources for home visit rounds.
- Develop presentations regarding the Family and Community Partnership area for all staff and local community and state workshop events.

### 9.10. Coordinate and organize BCHS Community Outreach events.

#### PERFORMANCE MEASURES:

- Complete community ~~Maintain on-going~~ outreach events checklist and forward to FCP Manager.
- Complete PO's for vendor fees and event supplies as needed.

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- Complete memos to ~~Provide staffing for,~~ regarding outreach events and responsibilities.
- Maintain resources for outreach distribution.
- Assign staff to cover outreach events.
- ~~Consult with Executive Director with new outreach opportunities.~~
- ~~Meet with Executive Director to review outreach effectiveness.~~
- 

### 10.11. Build Community Relationships.

#### Performance Measures

- ~~Update and distribute Community Resource Directory annually.~~
- Annually update FCP area of the Welcome Head Start Booklet.
- Provide at least 4 trainings per year to case manager and other appropriate staff.
- Provide and active profile in community social service network by attending regular meetings.
- Coordinate and facilitate community outreach.

### 11.12. Attend required meetings and trainings.

#### PERFORMANCE MEASURES:

- Attend assigned KID Meetings
- Participate in DST Meeting/Debriefings as a Shepherd as assigned
- Attend 95% of all meetings.
- Be prepared and participate.

### OTHER DUTIES OF JOB

1. Perform other ~~related~~ duties as required.

### SUPERVISION RECEIVED

Supervision is **typically** received from the Family and Community Partnership and Health Services Manager

### SUPERVISION ADMINISTERED

This position **typically** ~~does not require~~s the supervision of staff ~~but does and require~~s the completion of supervision-related duties in a mentoring role.

### QUALIFICATIONS

#### EDUCATION

- Bachelor Degree in Social Services or related field

#### EXPERIENCE AND/OR TRAINING

- 3-5 years experience in the Family and Community Partnership division.

#### LICENSES OR CERTIFICATIONS

- Valid Driver's License
- ~~Valid auto insurance~~
- Act ~~33/34, 34, 83, 151~~ Clearances

### MENTAL DEMANDS

- Concentration/Attentiveness
- High Level of Decision-Making (major impact on employer)
- High Level of Record Keeping
- Independent Judgment and Discretion

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- Manage Multiple Projects/Tasks
- Respond to angry/upset individuals
- Read and comprehend instructions/work orders

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### PHYSICAL DEMANDS

- **FREQUENTLY INCURRED** (25 – 75% time on job)  
Bend/Reach, Hear, Lift/Move up to 10 lbs., Operate a Vehicle, See, Sit, Use of Hands to Type or Handle Objects, Walk

### PERSONAL PROTECTIVE EQUIPMENT

This position **typically** does not require the use of personal protective equipment.

### WORKING CONDITIONS

This position **typically** requires work in a normal office environment.

### TOOLS AND EQUIPMENT

- Use various office equipment, i.e., ~~computers~~, ~~copier~~, ~~fax~~, ~~shredder~~, ~~printer~~, etc.

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### KNOWLEDGE, SKILLS, AND ABILITIES

#### PROBLEM-SOLVING SKILLS

- Identify problems, inform others, and provide information to assist with solving the problem.

#### VERBAL COMMUNICATION SKILLS

- Use verbal skills to communicate with co-workers or customers.
- Use verbal skills to transfer information to groups.
- Use verbal skills to transfer information to large groups and/or influence others.

#### WRITTEN COMMUNICATION SKILLS

- Complete and maintain documentation/records.
- Prepare business documents, client case notes, technical reports, manuals, articles, financial reports, etc.
- Review and approve documentation, reports, and records as completed by subordinate staff.

#### MATH SKILLS

- Addition, subtraction, multiplication, division, percentages, ratios

#### COMPUTER SKILLS

- Database/Contact Management Software
- Desktop Publishing
- Internet/E-mail
- ~~Presentation Software~~
- ~~Spreadsheet Software~~
- Word Processing Software

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#### OTHER CHARACTERISTICS

- ~~Follow established confidentiality policy, safety standards, or applicable regulations~~
- Knowledge of customer service best practices

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- Knowledge of human resource laws and regulations as they relate to the management of staff
- Leadership and supervisory skills
- Organizational skills

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed 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.

I have read the above position description and fully understand the requirements set forth therein. I can perform the essential functions of the position with or without accommodation. I will perform all duties and responsibilities to the best of my ability.

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Supervisor/HR Representative

\_\_\_\_\_  
Date

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