

BLAIR COUNTY HEAD START

POSITION DESCRIPTION

NAME:
JOB TITLE: Family &
Community Partnerships
(FCP) Manager

FLSA STATUS: Non-Exempt
DEPARTMENT: Family &
Community
Partnerships
PAGE: 1

OVERALL PURPOSE OF JOB:

This position is responsible to provide supervision to Case Management staff (CMs), FCP Supervisor, ~~Peer Advisor,~~ ERSEA Specialist and Information ~~Data Staff Specialist.~~ In addition, this position provides support to ~~Case Managers~~ CM's, ~~combination teachers,~~ and ~~Home Visitors~~ in accomplishing their social service and family engagement responsibilities. ~~The FCP Manager also~~ implements 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. This position is responsible to collect and report relevant data.

CORE ORGANIZATIONAL SUCCESS FACTORS:

1. COMMUNICATION

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.



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PAGE: 2

ESSENTIAL FUNCTIONS OF JOB: (other duties may be assigned)

1. Provide supervision to assigned program staff.

PERFORMANCE MEASURES:

- Work with FCP Supervisor ~~and Peer Advisor~~ to develop an annual calendar/schedule for Case Management staff and communicate to staff upon recall.
- Provide on-going performance feedback to staff and ensure it is documented appropriately in the employee's annual performance appraisal.
- Identify training needs of staff and submit a training request within assigned deadline for possible inclusion into the annual Head Start training plan/budget.
- Meet monthly with Case Managers regarding social service and family engagement ~~along with the FCP Supervisor and Peer Advisor.~~

2. 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 no non-compliance issues exist.
- Attend all management team meetings and provide information requested or necessary to make effective decisions.
- Work with ERSEA Specialist ~~and FCP Supervisor and Peer Advisor~~ to annually update Family and Community Partnership Service and ERSEA Plan by September 1st.
- Work with FCP Supervisor ~~and Peer Advisor~~ to annually update Family and Community Partnership policies/procedures.
- Carry out Advisory Committee responsibilities in conjunction with the FCP Supervisor. ~~and Peer Advisor.~~
- Maintain a system to collect and analyze information to assist in program planning.
- Assist in achieving Program ~~GOI~~ goals **5 Year Goal Plan** as assigned.

3. Monitor Home Visit Observation Check Lists, Folder Review Forms and Social Service Revision completed by ~~Case Manager~~ **FCP Supervisor.** ~~or Peer Advisor.~~

- Review all Observation Checklists for improvement or lack of improvement.
- Review all Folder Review Forms for improvement, status of requirements, issues, and concerns.
- Document pertinent information on employee Performance Appraisals.
- Develop Employee Improvement Plans when needed.
- **Conduct bi-monthly reflective consultation with Case Managers.**

4. Ensure Family Partnership goals are initiated with families.

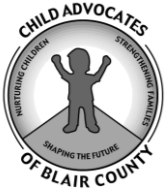
PERFORMANCE MEASURES:

- Annually update the family partnership process (including policy and form review) and communicate to the management team.
- Provide training to FCP staff in family partnership goal development at least annually.
- Monitor ChildPlus Family Services Reports for appropriate goal setting and outcome tracking and documentation.
- Case managers complete home visits as assigned and ensure follow-up is completed as necessary and in a timely fashion.
- Attend KID meetings as required.

5. Ensure proper implementation of program governance as it relates to Policy Council.

PERFORMANCE MEASURES:

- Prepare various reports and provide to Policy Council members in a timely manner.
- Create schedule for new Case Managers to attend at least one Policy Council meeting annually by September 30th.



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Partnerships
PAGE: 3

- Ensure parent committees remain active at each center.
- Encourage ~~PC~~ **Policy Council** participation at events.
- ~~Approve Parent Activities submitted by Case Managers within two weeks of receiving and forward for Policy Council approval.~~
- **Review and revise policy council by-laws annually and submit to Policy Council for approval.**
- **Facilitate Policy Council and Executive Committee Meetings.**

6. Develop parent activity budget with the ~~Policy Council/Transportation Manager~~ in conjunction with the Executive Committee.

PERFORMANCE MEASURES:

- Develop parent activity budget by August 31st of each year and review parent activity budget quarterly in conjunction with Policy Council.
- Provide monthly budgetary reports to Policy Council.

7. ~~Ensure that health requirements are met in accordance with performance standards.~~

PERFORMANCE MEASURES:

- ~~Monitor health reports.~~
- ~~Ensure Case Managers maintain a 90% completion of health requirements through the collection and analyses of monthly health reports.~~

8. Build community relationships.

PERFORMANCE MEASURES:

- Annually update the Family and Community Partnership area of the Welcome to Head Start booklet.
- Coordinate at least four community social service trainings per year to Case Managers and other appropriate staff.
- Maintain an active profile in the community social service network by participating in a variety of activities such as Board service in a social service agency, community event attendance, inviting community social service agencies to speak to Head Start staff and parents; and speaking in the community.

9. Monitor the referral process and ensure appropriate follow-up in coordination with other service areas.

PERFORMANCE MEASURES:

- Provide training to Case Managers ~~and Home Visitor staff~~ annually.
- Collect and review Case Managers monthly reports (FCP Monthly Accomplishment) and ChildPlus Family Services Report and analyze quarterly.
- Monitor ChildPlus Family Services Reports for appropriate goal setting and outcome tracking and analyze quarterly.
- Report FCP Monthly Accomplishments, referral and Family Partnership Goal data to the Head Start Director monthly.

10. Oversee the ERSEA component of Head Start.

PERFORMANCE MEASURES:

- Monitor enrollment and waiting list daily to ensure that the program maintains 100% enrollment.
- Monitor that Case Managers follow eligibility, recruitment, enrollment and attendance procedures.
- Monitor daily attendance to ensure **BCHS is meeting Performance Standards.** ~~ensure an 85% average daily attendance in each classroom.~~ When attendance reaches 85% or below, ensure that the cause(s) are analyzed and that support is provided to parents.
- ~~Ensure procedures are followed when attendance falls below 85%.~~ **Monitor to ensure the FCP 620 attendance procedure is followed.**
- ~~Submit~~ **Monitor** the Enrollment/Attendance Report ~~to the Head Start Director~~ on a monthly basis.
- Ensure compliance with McKinney-Vento Homeless Assistance Act.



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PAGE: 4

- Ensure the annual recruitment/selection plan is reviewed, revised, approved (approved by Policy Council and Board of Directors) and implemented by January 1st.
- Complete Enrollment report on the HSES by the 7th of each month.

11. Ensure all suspected child abuse is handled in accordance with the PA Child Protective Services Law.

PERFORMANCE MEASURES:

- Provide child abuse training procedure for all staff at minimum once annually.
- ~~Provide child abuse training to parents via parent meeting at minimum once annually.~~
- Review CY47 staff reporting form for accuracy, completeness and appropriateness.
- Monitor, collect and analyze child abuse data and report monthly to Head Start Director.
- Review and update child abuse policy/procedure by August 1st.
- Conduct all parent volunteer clearances.

12. Attend trainings and meetings.

PERFORMANCE MEASURES:

- Attend 90% of scheduled DST meetings.
- Obtain at least ten hours of training per year.
- Attend quarterly Risk Management Planning and Analysis meetings.

13. Ensure parent meetings occur and are documented in accordance with the handbook.

PERFORMANCE MEASURES:

- Review and update parent handbook to include new initiatives and provide training to Case Managers annually or as needed.
- Ensure a systematic review of all parent meeting minutes.
- Ensure Policy Council, Parent Committee and advisory minutes are posted at all centers.

14. ~~Develop and oversee a comprehensive parent training plan.~~

PERFORMANCE MEASURES:

- ~~Annually survey parents to identify parent training needs.~~
- ~~Develop annual parent training plans by August 31 of each year.~~
- ~~Ensure parents are provided with at least 10 family engagement opportunities and parent trainings per year.~~

15. Plan and Develop Parent Engagement Calendar

PERFORMANCE MEASURES:

- Organize and facilitate Parent Engagement Advisory Committee yearly (to include parents, PC representation and staff).
- Develop and plan yearly Parent Engagement calendar in conjunction with Advisory Committee, Case Managers and Teachers as appropriate.
- Meet at least monthly with case managers re: upcoming events.

16. Develop and oversee the Parent-Family Volunteer Training Program

PERFORMANCE MEASURES:

- Develop parent training program by August 15th of every program year.
- Send invitations to all parents by September 1st of each program year.
- Monitor attendance for Parent volunteer training.
- Review and revise parent volunteer training based on results of evaluations of the prior year program.
- Establish annual parent volunteer goals and communicate to staff.
- Screen parent volunteers to ensure they meet Head Start qualifications.
- Maintain up-to-date documentation on volunteer attendance.



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PAGE: 5

17. Coordinate the completion of Head Start Parent Resources

PERFORMANCE MEASURES:

- Welcome to Head Start
- Healthy Kids
- Summer Recreational Resources
- Coordinate updates and distribution of the Community Resource Directory by October 1st

OTHER DUTIES OF JOB:

1. Perform other related duties as required.
2. Ensure the management of program data to effectively support the availability, usability, integrity and security of data.

SUPERVISION RECEIVED:

Supervision is **typically** received from the Head Start Director.

SUPERVISION ADMINISTERED:

This position **typically** requires the supervision of the Family Support Health Advocate Case Manager staff, and the ERSEA Specialist, FCP Supervisor, FCP Division Assistant and Information Data Staff.

MENTAL DEMANDS TYPICAL OF THIS POSITION:

- Ability maintain a high level of record keeping/routine paperwork
- Ability to manage multiple projects/tasks
- Ability to work under high pressure for results
- Meet frequent deadlines
- Predictable work schedule
- Provide close attention to detail
- Utilize creativity
- Work closely with others
- Work in a closely supervised environment

PHYSICAL DEMANDS TYPICAL OF THIS POSITION:

Constantly Incurred (More than 75% of time on job)

Ability to use both legs, ability to communicate orally, ability to hear conversation, ability to climb stairs.

Frequently Incurred (Between 25% - 75% of time on job)

Ability to stand, ability to walk, ability to sit, use of depth perception, use of color vision, ability to operate truck/motor vehicle.

Occasionally Incurred (Less than 25% of time on job)

Ability to lift up to 40 lbs., ability to kneel, ability to use both hands.

WORKING CONDITIONS TYPICAL OF THIS POSITION:

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

PERSONAL PROTECTIVE EQUIPMENT TYPICAL OF THIS POSITION:

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

QUALIFICATIONS:

EDUCATION

- Bachelor's Degree in Social Work or related field.

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November 2015–October 2017



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PAGE: 6

EXPERIENCE/TRAINING

- Three to five years related experience/training in social work.
- One to two years of supervisory experience.

LICENSE/CERTIFICATION

- Act 33/34 34, 83, 151 Clearances
- Valid Drivers' License
- Valid auto insurance

KNOWLEDGE, SKILLS, AND ABILITIES TYPICAL OF THIS POSITION:

PROBLEM SOLVING SKILLS

- Investigates and provides root cause analysis of problems, suggest alternatives, evaluates outcomes, and makes formal recommendations for solutions.

COMMUNICATION SKILLS

- Verbally informs employees at all levels within the organization with need to know information.
- Consistently uses good listening skills to remain informed and acts upon or acknowledges receipt of information.

MATH SKILLS

- Performs accurate basic mathematical functions such as addition, subtraction, multiplication, and division.

COMPUTER KNOWLEDGE

- Word Processing Software
- Internet/E-Mail
- ChildPlus

OTHER CHARACTERISTICS

- ~~Ability to follow established confidentiality policy.~~
- Ability to follow established safety standards.
- Ability to use various office equipment, i.e., computers, copier, fax, shredder, printer, etc.
- Working knowledge of applicable regulations and Agency policies.
- Knowledge of human resource laws and regulations as they relate to the management of staff.

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