



## BLAIR COUNTY HEAD START

## POSITION DESCRIPTION

**NAME:**  
**JOB TITLE:** Case Manager – Level 1

**FLSA STATUS:** Non-Exempt  
**DEPARTMENT:** Social Services  
Family and  
Community  
Partnerships  
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### OVERALL PURPOSE:

This position is responsible to assist approximately 16 – 49 **51** families in identifying, developing and obtaining resources needed to reach family and school readiness goals. This position is responsible for conducting home visits and coordinating comprehensive services to include but not limited to an ongoing source of medical/dental care, and family self-sufficiency. The Case Manager will promote family engagement throughout the program as well as facilitating family engagement activities as assigned. Some evening and weekend work hours are required.

### 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



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### 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. Conduct home visits to establish goals and monitor progress.**

##### PERFORMANCE MEASURES:

- Conduct home visits for each assigned client at least ~~five~~ **3** times per year.
- Complete Family Partnership Profile and Family Partnership Agreement within 60 days of enrollment and conduct reviews every 30 days. **Assessment Process within assigned time periods.**
- ~~Complete case notes within 36 hours of home visit.~~
- **Document all family interaction in ChildPlus within 36 hours.**
- Submit monthly accomplishment reports to Family and Community Partnership (FCP) Manager **by 1<sup>st</sup> Wednesday of each month.**
- ~~Follow proper procedures with families in regards to program attendance policies.~~
- Provide crisis intervention when needed and as appropriate.

#### **2. Assist each family in setting and achieving their own goals.**

##### PERFORMANCE MEASURES:

- Provide opportunities for goal setting with each family based on their individual strengths and areas for improvement.
- Follow up with each family about goals that have been set within the established timeframes after a home visit.
- Provide education and requested information ~~(as indicated by Parent Interest Survey)~~ to each family as needed.
- Provide each family with information and referrals for other agencies/services as appropriate.
- Provide Case Manager Supervisor or ~~Peer Advisor~~ with files, etc., to review as outlined in Agency procedures.

#### **3. Monitor individual child and classroom attendance.**

- Follow FCP attendance procedure 620.

#### **4. Facilitate ~~parent involvement~~/family engagement.**

##### PERFORMANCE MEASURES:

- Develop rapport with families and encourage their participation in various program activities to increase family engagement with the BCHS program.
- Work with other DST members to offer and encourage volunteer opportunities. ~~to meet monthly volunteer hour goals.~~
- Complete Family Engagement Monthly Report at the end of each month.
- Maintain regular verbal and written communication with parents to ensure information about involvement/engagement opportunities is shared.
- ~~Maintain~~ **Forward** copies of Family Engagement event **documentation** such as sign-in sheets, memos, RSVP's, etc., in documentation book **to FCP Manager at the end of the month.**
- ~~Accurately complete Non-Federal Share forms as required.~~
- In partnership with the center Parent Committee, plan and facilitate parent meetings, trainings and activities incorporating current School Readiness Goals as often as possible.
- **Conduct volunteer training as needed.**

#### **5. Support the Implementation of School Readiness.**

- Demonstrate knowledge of current School readiness goals



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- 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.

### 6. Provide support to Transportation Department.

#### PERFORMANCE MEASURES:

- Assist with bus runs and as needed ride the bus.
- Follow Transportation and FCP procedures and participate in newly developed protocols related to transportation.
- Complete required pedestrian safety training within thirty (30) days of enrollment; complete related documentation and submit to appropriate staff member for entry in ChildPlus.

### 7. Assist families in developing and maintaining a medical home.

#### PERFORMANCE MEASURES:

- Prior to the first home visit, obtain ChildPlus Report 3030 and review what is needed to meet the Head Start 30, 45, 60 and 90 day requirements. Review ChildPlus Report 3030 twice monthly and prior to each home visit.
- Assist families in arranging for ongoing health care and document the completion of at least 90% of the health requirements for children within 90 days of enrollment.
- Complete Health Follow-Up forms ~~every two weeks~~, at home visits and through telephone follow-up calls.
- Provide health education information minimally for fluoride, TB, and other health related topics as needed.
- Follow-up with any referrals within ten working days of the referral.
- Follow health follow-up procedures and participate in newly developed protocols for obtaining completed forms.

### 8. Recruit new families.

#### PERFORMANCE MEASURES:

- Accurately complete application packet for each family recruited by independently understanding and appropriately applying knowledge of eligibility criteria.
- Check recruitment line as assigned and document all information received onto calling cards.
- Maintain a thorough understanding of the comprehensive aspects of the head start program and be able to explain to families as needed.
- Support recruitment process by participating in recruitment activities such as WIC sites, recruitment committee, door-to-door, community advertising, etc.

### 9. Establish community partnerships.

#### PERFORMANCE MEASURES:

- Attend at least five information-sharing sessions per year.
- ~~Complete in-kind/non-federal share forms on day of service.~~
- Represent agency through involvement in committees and/or other relevant activities.

### 10. Provide back-up support to all program areas.

#### PERFORMANCE MEASURES:

- Perform duties as required or assigned.
- List all duties, tasks, or projects taken on during work time that have assisted any program area.

### 11. Attend meetings and trainings.

#### PERFORMANCE MEASURES:

- Attend and participate in all Family Community Partnership division meetings as scheduled.
- Attend all DST meetings as scheduled.
- Attend all assigned trainings.



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### OTHER DUTIES OF JOB:

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

### SUPERVISION RECEIVED:

Supervision is **typically** received from the Family and Community Partnership Program Manager.

### SUPERVISION ADMINISTERED:

This position **typically** does not require the supervision of staff but may require supervision of volunteers and student interns.

### MENTAL DEMANDS TYPICAL OF THIS POSITION:

- Ability to adapt to a constantly changing work environment
- Ability to work a flexible schedule, **including some evenings and weekends**
- Ability to manage multiple projects/tasks
- Ability to travel
- Ability to work under high pressure for results
- Ability to work independently, and to manage time effectively
- Establish own goals
- Maintain a high level of decision-making
- Maintain a high level of record keeping/routine paperwork
- Meet frequent deadlines
- Provide close attention to detail
- Utilize creativity
- Work closely with others

### PHYSICAL DEMANDS TYPICAL OF THIS POSITION:

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

Ability to walk, Ability to lift up to 25 lbs., Ability to carry up to 25 lbs., Repetitive finger movement, Ability to use both hands, Ability to use both legs, Ability to communicate orally, Ability to hear conversation, Ability to climb stairs, Ability to operate truck/motor vehicle.

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

Ability to sit, Reaching at high or low level.

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

Ability to stand, Ability to lift up to 65 lbs., Ability to kneel, Ability to stoop, Repetitive twisting or pressure involving wrists or hands, Ability to repeatedly bend, Use of depth perception.

### WORKING CONDITIONS TYPICAL OF THIS POSITION:

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

Work alone.

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

Work outside and inside, Work in dry atmospheric conditions, Exposure to silica – asbestos, Exposure to cleaning supply chemicals, Exposure to blood and bodily fluids.

### PERSONAL PROTECTIVE EQUIPMENT TYPICAL OF THIS POSITION:

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



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Use of latex or vinyl gloves.

### QUALIFICATIONS:

#### EDUCATION

- Associate Degree in human services or related field ~~OR 6 years head start experience with demonstrated parent engagement/involvement skills required OR Strength Based Family Worker Credential (SFW)~~

#### EXPERIENCE/TRAINING

- 2 years experience working in family case management preferred.

#### LICENSE/CERTIFICATION

- Obtain ~~Enroll in~~ Family Development Credentialing (FDC) ~~Strength Based Family Worker Credential (SFW)~~ within one year of employment
- Valid Driver's License and ~~valid~~ automobile insurance with access to a car
- ~~Act 33/34 and FBI Clearances~~ ~~Act 34, 83, and 151 Clearances~~
- ~~Valid First Aid/CPR Certification~~
- ~~CPR Certification~~

### KNOWLEDGE, SKILLS, AND ABILITIES TYPICAL OF THIS POSITION:

#### PROBLEM SOLVING SKILLS

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

#### COMMUNICATION SKILLS

- Consistently uses good listening skills to remain informed and acts upon or acknowledges receipt of information.

#### MATH SKILLS

- Performs basic mathematical functions, percentages, ratios, etc.

#### COMPUTER KNOWLEDGE

- Word Processing Software
- Child Plus.net – Head Start software
- Internet/E-Mail
- Desktop Publishing
- Presentation/Multi-Media Software

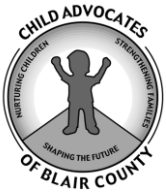
#### OTHER CHARACTERISTICS

- Documentation and observation skills.
- Strong organizational skills.
- ~~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.
- Knowledge of financial management.
- Strong leadership and supervisory skills.
- Working knowledge of applicable regulations.

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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.

August 2015 ~~October 2017~~



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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.

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Signature of Employee

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Date

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Signature of Supervisor/HR Representative

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Date