



BLAIR COUNTY HEAD START

POSITION DESCRIPTION

NAME:
JOB TITLE: ERSEA Specialist -
Level 2

DEPARTMENT: Family and
Community
Partnerships

FLSA STATUS: Non-Exempt
PAGE: 1

OVERALL PURPOSE:

This position is responsible to implement the recruitment outreach process and ensure an active waiting list in accordance with the Head Start Performance Standards to support parent involvement.

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).
- 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 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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ESSENTIAL FUNCTIONS: (other duties may be assigned)

1. Facilitate the recruitment process.

PERFORMANCE MEASURES:

- Participate in the ERSEA committee to review the recruitment plan and selection criteria.
- Review all recruitment forms and flyers.
- Distribute information to local agencies.
- Prepare criteria for Policy Council.
- Train FCP Staff on eligibility criteria within 30 days of hire.
- Forward all verified family applications to the Information Data Staff within 3 business days.

2. Mentor Case Managers in the application verification process.

PERFORMANCE MEASURES:

- Observe Case Managers at least 2 times during the year when necessary.
- Provide feedback and suggestions.
- Assure referrals to Health and Disabilities Manager are completed when appropriate.

3. Maintain on-going recruitment.

PERFORMANCE MEASURES:

- Responsible for calls from recruitment line, web-based and in-person inquiries.
- Complete Eligibility Verification Home Visits.
- Assign Case Managers to process applications and ensure applications are mailed.
- Ensure income verifications are distributed to appropriate center for completion.
- Follow-up on agency referrals.
- Responsible to complete outreach at WIC sites.
- Must work at least 5 outreach events per program year.
- Participate on community boards when appropriate.

4. Assist in Child Attendance Monitoring

PERFORMANCE MEASURES:

- Complete monthly attendance monitoring using ChildPlus reports and Case Manager Documentation.
- Schedule and conduct KID Meetings related to attendance issues.
- Monitor Action Plans as needed.

5. Provide back up support to all program areas.

PERFORMANCE MEASURES:

- Perform assigned duties as required.

6. Attend meetings and trainings.

PERFORMANCE MEASURES:

- Attend 90% of scheduled DST meetings.
- Attend all assigned trainings.

OTHER DUTIES OF JOB:

1. Perform other duties as required.

SUPERVISION RECEIVED:

Supervision is **typically** received from the FCP Manager.

SUPERVISION ADMINISTERED:

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



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MENTAL DEMANDS TYPICAL OF THIS POSITION:

- Ability to adapt to a constantly changing work environment
- Ability to manage multiple projects/tasks
- Ability to travel
- Ability to work under high pressure for results
- 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)

Use of latex or vinyl gloves.

QUALIFICATIONS:

EDUCATION

- Bachelor Degree in human services or related field.
- Head Start experience preferred.

EXPERIENCE/TRAINING

- 2-years experience providing case management with families.

LICENSE/CERTIFICATION

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



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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
- Internet/E-Mail
- Desktop Publishing
- Presentation/Multi-Media Software
- ChildPlus

OTHER CHARACTERISTICS

- Documentation and observation skills.
- Strong organizational skills.
- Ability to follow established safety standards.
- Ability to use various office equipment, i.e., computers, copier, fax, printer, etc.
- Knowledge of financial management.
- Strong leadership and supervisory skills.
- Working knowledge of applicable regulations.

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