



POSITION TITLE	Family Services Supervisor
DEPARTMENT	Early Head Start
LOCATION	Takoma Park, Maryland
SUPERVISOR	Early Head Start Director

PRIMARY PURPOSES OF JOB

Directly supervise the work activities of the Early Head Start program home visitors and family support workers to ensure the implementation of high quality program services and effective management systems in accordance with federal and state regulations, requirements, and guidelines. In conjunction with CentroNia education staff; supervise, assist, and support home visitors in designing, implementing, and evaluating with parents a child development program in the context of the home and during group “socialization” experiences. Develop, implement and evaluate a family service and support program which includes: family needs and strength assessment, family action planning, referral, direct service, follow-up and closure. This function will be carried out in keeping with the Goals and Mission of the Agency.

ESSENTIAL DUTIES

- Supervise Early Head Start home visitors and family support workers. Participate in the interviewing and hiring processes and validate time and attendance records for assigned staff.
- Monitor the implementation of home base services and family support services and identify training and technical assistance needs and provides or obtains assistance as needed.
- Train staff and develop, implement, and evaluate professional development plans and performance improvement plans for family support workers and home visitors.
- Resolve needs, problems, and conflicts involving home visitors and family support workers consistent with applicable Agency, local, state and federal regulations, policies and/or requirements and assist in addressing parent complaints and community needs.
- In conjunction with education staff; develop and update plans, policies, and procedures for home base services as needed to ensure compliance with State and Head Start Performance Standards and for continuous program improvement.
- Develop, implement and evaluate home base services that include: a structured child-focused home visit that promotes the parents’ ability to support the child’s cognitive, social, emotional, and physical development; effective strengths-based parent education; methods to help parents promote emergent language and literacy; identification of the health and developmental services families receive and addressing their needs; strategies for helping parents in crisis; prenatal and early childhood development education and services for pregnant women.
- Develop, implement and evaluate a family service and support program to ensure compliance with State and Head Start Performance Standards which includes: family needs and strength assessment, family action planning, referral, direct service, follow-up and closure, particularly in the areas of job training/placement and literacy.
- Assist management and other staff in developing and updating plans, policies, and procedures for other program areas.
- Supervise, assist, and support family support workers and home visitors to ensure the delivery of high quality services in the areas of family services, social services and family involvement in accordance with the goals, objectives and performance standards of Early Head Start.
- Implement continuous monitoring of home base services and family service and support activities and oversee completion of program improvement plans, based on monitoring results.
- Develop partnerships and maintain effective relationships to ensure community services are provided to children and families and maintain and update the community resource manual.

- Work with Early Head Start Director in serving as program liaison with early childhood, educational, social service, and community agencies and resources, establishing working partnerships, networks, and linkages to promote effective service delivery to children families.
- Interpret family and community services area and home base services Head Start Performance Standards, coordinate and conduct training, and provide technical assistance to staff and community resources.
- In conjunction with education staff; supervise, assist, and support home visitors in designing and implementing with parents an individualized curriculum in the context of the home and during group “socialization” experiences for all enrolled children based on ongoing observations, screenings, assessments, and parent’s desires.
- In conjunction with education staff; supervise, assist, and support home visitors in utilizing all CentroNia required screening and assessment tools and performance standard guidance to address child health, nutrition, and development and provide effective follow-up on information gathered.
- Supervise and assist, and support home visitors in completing documentation of home visits, socialization experiences, and other relevant activities in a timely manner and ensure the confidentiality of family records and information.
- In conjunction with education staff; supervise and assist, and support home visitors in planning individual activities to stimulate learning, according to ages of children and that foster independence, trust and emotional security.
- Supervise, assist, and support family support workers in implementing a family service program which includes: family needs assessment, family action planning, referral, direct service, follow-up and closure, particularly in the areas of job training/placement and literacy.
- Review all family partnership agreements for accuracy, completion, and to ensure families are being provided services and that follow-up is documented.
- Ensure that home visitors and family support workers enter and update program information into the required computer information system.
- Supervise, assist, and support home visitors and family support workers in providing management, crisis intervention, and resource referral services and transporting families when appropriate to and from community resources or other activities.
- Promote high quality interpersonal communication between children, families, peers, support/management staff, and community services/schools and community helpers. In bilingual settings, communicate both verbally and in writing, with both the parents and the children in their language when possible.
- Participate in inter-disciplinary meetings regarding services for children and families.
- Prepare and provide timely and accurate written reports, memoranda and other statistical and narrative information as required or requested and complete reports that identify progress in achieving home base services and family services and support program goals.
- Facilitate regular meetings of home base and family service and support staff.
- Appropriately address conflicts and differences between staff, parents, and children.
- Attend all required in-service training, and orientations, workshops, webinars, etc. to ensure continuing professional growth.
- Assist in the attainment of non-federal share.
- Follow CentroNía’s personnel and other policies, applicable State and Federal regulations and standards and the CentroNía and the Early Head Start mission, goals, and plans.

REQUIRED EDUCATION/EXPERIENCE

Preferably, a Master’s Degree from accredited college or university with major in Social Work, Human Development, Human Services, Early Childhood Education or a related professional discipline.

Minimum of three to five years work experience with management authority and responsibility including program planning, operations, and evaluation, and the use of management information systems in an Early Head Start or other child development program serving low income children and families.

Demonstrated ability to work with, motivate and supervise staff, while maintaining a positive work environment.

SPECIAL REQUIREMENTS

- Must have a reliable automobile for use on the job.
- Must have a valid driver’s license
- Must have the required automobile insurance coverage

- Local and some out of area travel required.
- Bilingual Spanish/English (Strong preference)

WORKING CONDITIONS

Non-profit community based organization, bilingual Spanish/English environment

PHYSICAL REQUIREMENTS

To comply with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental and environmental conditions of the Essential Duties of the job. The following codes are used to explain the frequency of physical activity: "F" for frequently; "O" for occasionally; "N" for not at all

On the job the employee must be able to carry/lift loads of:

- (F) Light (up to 25lbs.)
- (N) Moderate (25-50lbs.)
- (N) Heavy (over 50lbs.)

On the job the employee must:

- (F) Bend (F) Sit (F) Squat and Kneel (F) Stand
- (O) Crawl (F) Walk (F) Climb (F) Push/Pull
- (F) Handle objects (Manual Dexterity) (F) Reach above shoulder level
- (F) Use fine finger movements (F) Talk and hear when working with officials, managers, colleagues, peers on the telephone or in person. (F) Specific vision abilities including close vision and distant vision.

*Reasonable accommodations may be made to enable any qualified person with disabilities to perform essential functions of the job.

To carry out this job an individual must be able to perform all essential functions of the job satisfactorily.

To apply, please submit your resume, cover letter and references; indicating the position you are applying to:

**Human Resources Department at CentroNía:
1420 Columbia Road, NW, DC 20009
centroniajobs@centronia.org
Fax (202) 745-0154**

**“Educating children and youth, and strengthening families, in a bilingual, multicultural community.”
*CentroNía is an equal opportunity employer***