



PERSONNEL COMMISSION

**Class Specification
Salary Range: 27 (C1)**

CLASS CODE

TITLE

05203

EDUCARE FAMILY SUPPORT SPECIALIST

05204

EDUCARE FAMILY SUPPORT SPECIALIST – BL SPANISH

05229

EDUCARE FAMILY SUPPORT SPECIALIST – BL KHMER

JOB SUMMARY

Under general direction, serve as a member of the Educare interdisciplinary team with teachers and administrators to engage and support enrolled families; promote parent-child relationships and parent involvement in the development of their child's social-emotional, cognitive, and physical growth; promote parental engagement in their child's education including advocating for their child, education and community; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Serve as a member of the Educare interdisciplinary team with teachers and administrators to engage and support enrolled families and promote the Educare program's mission and values. **E**
- Promote parent-child relationships and parent involvement in the development of their child's social-emotional, cognitive, and physical growth; promote parental engagement in their child's education including advocating for their child, education and community. **E**
- Develop and sustain relationships with assigned families and serve as their primary point of contact on behalf of their child and Educare; utilize informal and formal methods to build and maintain productive working relationships with families. **E**
- Participate in the recruitment, enrollment, and orientation of families entering the Educare program; provide a thorough orientation for parents regarding program opportunities and expectations. **E**
- Conduct Family Assessments and facilitate development of Family Partnership Agreements; work with families to identify strengths, areas of need and development of goals that will positively influence parent-child relationships and the child's emotional, social, physical and cognitive growth and development. **E**
- Conduct home visits to contribute to enhancing the parent-child relationship and meeting the developmental needs of the child; support and assist families in addressing their own emotional, physical, educational and employment needs in order to promote and enhance the parent-child relationship; support families in times of crisis. **E**

- Contribute to the planning and facilitation of family home activities to support classroom activities, family meetings and events, and parent education sessions that focus on child development and self-sufficiency issues identified by parents. **E**
- Collaborate with the Educare interdisciplinary team to provide educational and support services to families regarding proactive and positive approaches to discipline; work with families to manage child behaviors and their own emotional responses. **E**
- Collaborate with the Educare interdisciplinary team in a variety of staff meetings and Family Child Reviews; implement protocols to follow up on absenteeism and tardiness to address barriers to regular school attendance. **E**
- Create and maintain a Family Resource Table that contributes to the emotional, social, physical and cognitive development of children and families. **E**
- Mentor parents with children with special needs and/or behavioral concerns in the areas of building relationships within the educational system including communication and advocacy with teachers and administration. **E**
- Make referrals and link children and parents to needed community services as identified during the Family Assessment and Family Partnership Agreement process; follow up on referrals to assure child and family needs are met. **E**
- Develop relationships with community-based service providers especially targeting pregnant and parenting teen providers; access community resources for the delivery of parent education, information and group services; recruit community volunteers. **E**
- Assist families in arranging for transportation to Educare activities and community appointments to assure family participation in events and the delivery of services as needed. **E**
- Encourage families to contribute to the educational activities of Educare including developmental screenings, curriculum, program governance, classroom milieu, and evaluation and research activities; facilitate Parent Committee meetings. **E**
- Lead the internal planning and involvement of parents in program transitions such as Early Head Start to Head Start and Head Start to kindergarten; develop working relationships with local schools to assist in the successful transition of children and families from Educare to their next school of choice. **E**
- Assist in the tracking and monitoring of children's health and dental needs; work with parents to assure they are able to meet the medical needs of their children; encourage families to initiate and maintain eligibility for State subsidies. **E**
- Provide or assist with the provision of health screenings, immunization verifications, and outside agency referrals to promote needed treatment and assure compliance with licensing and program requirements. **E**
- Participate in the program's self-evaluation of Head Start and Early Head Start services and assure compliance with performance standards and California State Preschool Funding Terms and Conditions; identify continuous improvement areas and recommend possible solutions. **E**
- Assist in the planning, coordinating, facilitating and marketing of parent activities; obtain feedback from parents regarding their level of satisfaction with program services. **E**

- Document services in a timely manner; maintain a variety of files and records; compose routine correspondence and prepare reports as directed; enter service data into the agency's management information system; complete paperwork such as applications, enrollment forms and releases. ***E***
- Attend a variety of meetings, trainings, staff meetings, Family Support Team meetings and workshops; maintain current knowledge of program developments. ***E***
- Operate a variety of office equipment such as fax machine, telephone, copier and computer and assigned software; drive a personal vehicle to conduct work. ***E***

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

An Educare Family Support Specialist serves as a member of the Educare interdisciplinary team with teachers and administrators to engage and support enrolled families and children and promote the Educare program's mission and values. Incumbents in the Educare Family Support Specialist – BL Spanish and BL Khmer classifications are expected to perform the essential duties of the class utilizing bilingual skills to translate materials and interpret for students and families as needed.

EMPLOYMENT STANDARDS

Knowledge of:

Principles of child behavior and development.
Diverse needs of students and families from varying socioeconomic and cultural backgrounds.
Community resources and services.
Applicable laws, codes, rules and regulations related to assigned activities.
General conflict resolution and mediation skills and techniques.
Record-keeping and filing techniques.
Report preparation techniques.
Operation of a variety of office equipment including a computer and assigned software.
Oral and written communication skills.
Correct oral and written usage of English and a designated second language.
Interpersonal skills using tact, patience and courtesy.
Public speaking techniques.

Ability to:

Serve as a member of the Educare interdisciplinary team with teachers and administrators to engage and support enrolled families.
Support and promote the agency's mission and values.
Participate in the recruitment, enrollment, and orientation of families entering the Educare program.

Work within an interdisciplinary team as a cooperative and supportive team member.
Refer students and families to available social and community services.
Demonstrate empathetic listening and interpersonal skills with individuals from varying cultural and socioeconomic backgrounds.
Encourage students and families to participate in Educare events, activities and supplemental services offered.
Develop community cooperation to assure families receive comprehensive services.
Apply and explain applicable laws, codes, rules and regulations related to assigned activities.
Learn and maintain current knowledge of program objectives, rules, regulations, requirements and restrictions including Head Start Performance Standards.
Understand and appropriately carry out the role of a Mandated Reporter to maintain the health and safety of children.
Utilize conflict resolution and mediation skills and techniques.
Provide assistance to families in crisis situations.
Establish and maintain cooperative and effective working relationships with others.
Compose correspondence and written materials independently.
Plan and organize work.
Prepare and deliver oral presentations.
Work independently with little direction.
Maintain confidentiality of sensitive and privileged information.
Maintain and organize records and prepare reports.
Operate office equipment such as copier, telephone and computer and assigned software.

Education and Training:

Bachelor's degree in social work, child development, education or a closely related field.

Experience:

Two years of experience working with students and families in a family support/family-centered program.

SPECIAL REQUIREMENTS

Positions in this classification require use of a personal automobile and the possession of a valid California Class C driver's license.

Incumbents in this classification must complete District-provided Family Development Credential training within eighteen months of hire.

Positions in the Educare Family Support Specialist – BL Spanish and BL Khmer classifications require the ability to communicate effectively, both orally and in writing, in

the designated second language. Candidates must successfully pass the District's bilingual/biliterate test.

SELF-CERTIFICATION OF TYPING/KEYBOARDING SKILLS:

This classification requires that incumbents be skilled in typing/keyboarding at a minimum of 35 words per minute. A typing test will not be given. Incumbents must certify in writing that they have such skills at the time of appointment to this class. Demonstrated proficiency will be expected during the probationary period for the class.

WORKING ENVIRONMENT

Classrooms, offices, family residences, social service agencies and community organizations.

Evening and weekend hours.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information and make oral presentations.

Seeing to read a variety of materials.

Sitting or standing for extended periods of time.

Bending at the waist, kneeling or crouching.

Lifting, carrying, pushing or pulling light objects.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six (6) months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.