



## JOB DESCRIPTION

**Position Title:** Family and Health Services Supervisor I, II, III

**FLSA Classification:** Exempt

**Pay Grade:** 13, 14, 15

**Reports to:** Program Director or Program Manager

**Service Area/Department:** Family and Health Services

### PRIMARY PURPOSE

Manages the health and social service activities, contacts and makes referrals to community resources, keeps records, writes reports, and supports families in transitions in and out of programs and services. This position ensures compliance of agency, state, and federal regulations in the program areas of Family and Health Services.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

(Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

*Regular and consistent attendance is an essential function of this position.*

#### Children and Family Health and Social Services

1. Plans, monitors, and implements case management services while utilizing electronic systems to enter data and produce reports.
2. Monitors the delivery of direct and indirect services in the areas of family and health services to ensure individual children and family's needs are met based on assessments and that services are delivered in a timely manner, including the provision of health screenings and home visits in accordance with OCDC guidelines.
3. Informs parents of agency policies, procedures, and guidelines relevant to family and health services. Facilitates service area meetings and monitors case management meetings as required by agency guidelines.
4. Manages the agency's policy and procedures for Reporting Child Abuse and Neglect.
5. Monitors classroom observations to ensure safe environments.
6. Maintains organized, complete and accurate records and family files.

#### Community Resources

1. Establishes access to preventive and acute care health services in the community through contracts and interagency agreements.
2. Establishes resources in the areas of family and health services through partnerships with local agencies.
3. Provides community resource information to Family Advocates for distribution to parents as needed.
4. Refers families to medical and dental insurance programs and other funding resources for the purchase of health services.
5. Connects families to medical homes for preventive and acute care health and dental services.

### **Parent Involvement Support**

1. Participates in the planning and delivery of parent events.
2. Encourages parents to participate in program activities and community meetings.
3. Encourages parents to become advocates in their child's health and wellness promotion and injury prevention.
4. Plans and/or conducts family health and wellness education programs for parents.
5. Includes family and health services information in parent newsletters.
6. Provides translation as necessary.
7. Ensures the establishment of literacy and educational resources for parents.
8. Assists with planning and implementing transition activities that support children and families.

### **Advocates for Head Start Families**

1. Becomes involved in local agency committees, boards, etc.
2. Collaborates with agencies to obtain services that will better support families and to foster an understanding of agency mission and program services.
3. Coordinates the organization of local Health Services Advisory Committee (HSAC) meetings.
4. Participates in statewide family and health service component meetings and training.

### **Family and Health Services Training and Technical Assistance to Staff**

1. Plans and provides training to staff on Head Start performance standards, OCDC Practice Guidelines and OCDC work plan.
2. Coordinates and/or provides training and technical assistance for staff regarding health and safety policies and practices, pediatric preventive health care, and illness management.
3. Plans and/or conducts trainings for all staff in the area of occupational health, safety and sanitation requirements to include OSHA requirements.
4. Coordinates and, if qualified, providing First Aid and CPR classes.
5. Assists teaching staff in implementing a health education curriculum in their classroom.
6. Facilitates the training for all staff and parents in Recognizing and Reporting Child Abuse and Neglect.
7. Provides training for all staff in collaboration with ERSEA on their responsibilities in the area of parent involvement.

### **Ensures the Delivery of Comprehensive Services**

1. Participates in gathering and compiling Community Needs Assessment (C.N.A.) information and addresses those health and wellness needs of families.
2. Participates in program planning, including the development of written service area work plans.
3. Participates in planning and implementation of program's recruitment, enrollment, and placement of children.
4. Participates in planning and implementing program reviews through Program Review Instrument for Systems Monitoring (PRISM) audit.
5. Maintains confidentiality.
6. Performs duties and tasks in a safe manner.

### **OTHER DUTIES AND RESPONSIBILITIES**

1. This is a Mandated First Responder position.
2. This position may perform other duties as assigned.

### **SUPERVISORY RESPONSIBILITY**

This is a leadership position that supervises other staff.

## **REQUIRED EDUCATION AND EXPERIENCE**

Bachelor's degree in a Health or Social Science field with a minimum of two (2) years of related medical, health or social service experience in a supervisory capacity.

## **KNOWLEDGE, SKILLS AND ABILITIES**

1. Demonstrated knowledge and experience with the principles and practices of health and social service programs.
2. Demonstrated experience with assessing, planning, and organizing health and social services operations.
3. Demonstrated experience with child and family case management services.
4. Knowledge of health and social agencies within the community as well as services provided by those agencies.
5. Excellent interpersonal, verbal and written communication skills.
6. Possess excellent planning and organizational skills, and detail oriented with a high level of attention to accuracy.
7. Ability to interact with persons and children of diverse social, cultural, economic and education backgrounds.
8. Possess working knowledge and ability to operate computers with applicable software (Windows and Microsoft Office Suite).
9. Ability to perform duties with moderate direction given, operating from established directions and instructions.
- 10. Bilingual English/Spanish fluency may be required at some work sites.**

## **OTHER JOB REQUIREMENTS**

- Enrollment in Oregon Central Background Registry.
- Completion of a health examination and TB screening.
- Current Infant & Child First Aid/CPR certification (or acquired within 90 days from date of hire).
- This position may require driving a personal vehicle, a current driver's license, and auto insurance coverage.

## **JOB CONDITIONS**

This position mostly operates in an office environment. There may be frequent interruptions, evening or weekend work, and working additional hours during peak periods.

## **PHYSICAL DEMANDS**

In the normal work day, there may be frequent sitting with occasional standing and walking. Work may include frequent lifting and carrying up to 10 lbs. For a detailed physical job description, please contact Human Resources.

## **TRAVEL**

Travel is frequent but primarily local and during the business day.

**NOTE: This agency believes that each employee makes a significant contribution to our success. This job description in no way implies that these are the only duties to be performed by the employee; rather, it is intended only to describe the general nature of the job. At all times, employees will be required to follow any instruction and perform any other duties within this or a lower job level upon the request of the supervisor. At times, employees may also be required to perform higher level duties.**

*Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.*

**Employee Signature** \_\_\_\_\_

**Date** \_\_\_\_\_