

NINTH DISTRICT OPPORTUNITY, INC.
GAINESVILLE, GEORGIA

JOB TITLE: **Support Services Coordinator**

JOB CLASSIFICATION: Exempt

GENERAL JOB DESCRIPTION:

Ensures all aspects of family and community engagement services and the program as a whole, meet or exceed all requirements set forth in funding agency(s) regulations, other requirements as set forth by the governing agency and follows guidelines set forth in the Personnel Policies, Procedures Manual and Operation Plan.

SPECIFIC JOB DUTIES:

1. Engages in mutually respectful goal-oriented partnerships with families to promote parent-child relationships and family well-being.
2. Respects and responds appropriately to the culture, language, values and family structures of each family served.
3. Supports families' safety, financial stability, life goals and aspirations.
4. Enhances parent-child relationship and supports parents' role as the first and lifelong educators of their children.
5. Facilitates networks and group activities that support families' strengths, interests and needs.
6. Supports families in using community resources that enhance family well-being & children's learning/development.
7. Acts as a member of a comprehensive services team so that family service activities are coordinated and integrated throughout the program.
8. Collects and analyzes information to find new solutions to challenges as part of ongoing monitoring in order to continuously improve services.
9. Works cooperatively with Center Director in planning/implementing family engagement services.
10. Assists in hiring, supervising and evaluating the performance of Family Partners.
11. Assists in the development and supervises the implementation of the center's recruitment plan.
12. Provides training and technical assistance for Family Partners.
13. Communicates with families on a continuous and on-going basis.
14. Provides referrals to individual families to assist them in securing resources to address areas of identified concerns and goals.
15. Provides families with emergency or crisis assistance when needed.
16. Coordinates and implements parent training sessions to meet the expressed interests of parents/guardians.
17. Ensure that appropriate medical and dental screenings and follow-up care are obtained for enrolled children.
18. Ensure all required medical and dental data on each child is accurate and up-to-date.
19. Ensures that advance parental/guardian authorization is obtained for all health services provided to children.
20. Monitors records on each family to include documentation deemed necessary by the Agency.
21. Encourages community agencies to assist in planning and implementing programs for parents.
22. Coordinates and participates in scheduled weekly team conferences to assure coordinated provision of services to address family concerns.
23. Assists with recruiting parents and community volunteers, planning volunteer activities and documentation of In-kind.
24. Participates in pre-service/in-service training, securing 15 hours of training/per year and maintains an up to date list of all training received.
25. Serves as a positive role model for staff, children and parents.

26. Assists with evaluating the over-all performance of the program and in the planning and implementing of corrective measures that will eliminate program deficiencies.
27. Assists with the cleanliness and maintenance of facilities and equipment.
28. Ensures the smooth transition of children into the local program and into other child care settings or schools.
29. Maintains confidentiality.
30. Follows work scheduling, attendance and reporting requirements relating to tardiness/absences.
31. Performs other duties as assigned by supervisor.

ESSENTIAL FUNCTIONS:

Lifting and carrying up to 40 pounds occasionally.
 Pushing and pulling up to 20 pounds occasionally.
 Sitting frequently.
 Standing occasionally.
 Walking occasionally.
 Use of hands and arms constantly.

SKILLS AND ABILITIES:

- 1) Ability to use correct grammar, verbally & written, in communicating effectively with adults as well as with young children.
- 2) Ability to supervise, evaluate and guide staff.
- 3) Ability to plan, organize and conduct training sessions for adults.
- 4) Ability to establish good working relationships with other agencies, program personnel and the general public.
- 5) Ability to work with individuals with a wide range of experience and ethnic and cultural backgrounds.
- 6) Ability to accept supervision and follow directions with minimum instruction.
- 7) Ability to read and comprehend the English language.

QUALIFICATIONS:

- 1) Degree in Social Work or related field and minimum of two years experience working in social services area.
- 2) Two years' experience in supervision/management.
- 3) Basic knowledge of local community and resources.
- 4) Knowledge of basic computer skills and predominate software (word processing, spreadsheets, email, Internet).
- 5) Aware of the cultural and linguistic diversity of the children and families in the community.
- 6) Experienced driver with valid license who has access to a vehicle that can be used on the job.
- 7) Acceptable criminal records check.

Important Notes

Job descriptions are designed and intended only to summarize the essential duties, responsibilities, qualifications, and requirements for the purpose of clarifying the general nature and scope of a position's role as part of the overall organization. Job descriptions do not list all tasks an employee might be expected to perform, and they do not limit the right of the employer/supervisor to assign additional tasks or otherwise to modify duties to be performed – even if seemingly unrelated to the basic job. Every employee has a duty to perform all assigned tasks. (An employee who is assigned a duty or task believed to be unlawful should report the assignment to the Head Start Director.) It should also be noted the order of duties/responsibilities as listed in the job description is not designed or intended to rank the duties in any order of importance relative to each other.

I have read the above job description and understand that these duties will be utilized in evaluating my job performance.

Support Services Coordinator Signature

Date

Printed Name

Work Site/County Name