



## PERSONNEL COMMISSION

**Class Code: 5075**  
**Salary Range: 15 (C1)**

### HEAD START FAMILY SERVICES LIAISON

#### JOB SUMMARY

Under general supervision, provide case management support services to assigned families to improve living conditions and quality of life for children and families; refer families to community agencies and District services to meet educational, health care and other specialized needs; promote and encourage parent involvement, activities and training in the Head Start program; 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.*

- Provide case management support services to assigned families to improve living conditions and quality of life for children and families; work with families to identify existing strengths and develop plans to move toward inter-dependence. **E**
- Perform a variety of outreach activities and recruit eligible children and families for the Head Start program; prepare and deliver informational presentations, meet with community agencies and staff to promote involvement in the program. **E**
- Initiate and facilitate the enrollment process; accept referrals from District staff; complete eligibility applications with parents; assure accuracy and completeness of enrollment forms. **E**
- Support and encourage parent participation and involvement in the program and related activities to increase parent awareness of community services and involvement in the program. **E**
- Communicate with families, teachers, District staff, community, social service and health care agencies and others to assess the needs of families and develop plans and strategies to obtain needed services; make referrals to appropriate resources and agencies; arrange for transportation for parents and children as needed. **E**
- Conduct home visits with families; interview and assess the needs of families; assist families with identifying long and short term goals to strengthen the socioeconomic, emotional, health and educational well-being of the family; follow up on status of meeting goals. **E**
- Monitor daily attendance of children; meet with families to assist in identifying and resolving frequent absenteeism issues. **E**
- Provide crisis intervention referrals and continuous support to families; observe children for signs of abuse or neglect; refer possible child abuse cases to

- appropriate agency. *E*
- Provide a variety of health and nutrition services for children in accordance with established policies and procedures; participate in the implementation of health plans for identified children. *E*
  - Review child immunization records and verify required immunizations are current; explain immunization laws to families; notify parents of needed immunizations; assure emergency cards are completed and updated monthly. *E*
  - Participate in the facilitation and preparation of health screenings; schedule and conduct vision, hearing, weight and height screenings; facilitate dental screenings; obtain parental consent forms prior to scheduled dental screening appointments; provide appropriate and timely referrals to health care providers; follow-up on health care provider referrals. *E*
  - Participate in the daily health inspection of children; conduct visual inspections for health conditions and communicable diseases such as lice, rashes and chicken pox; notify appropriate personnel of health conditions as appropriate. *E*
  - Provide pertinent child and family information to be documented in Individual Education Plans (IEP's) for identified special education children. *E*
  - Administer routine first aid to children as needed; assist in assuring medication is dispensed according to physician instructions and District policy; utilize a variety of health instruments including thermometers, scales, vision charts and audiometers. *E*
  - Prepare and maintain a variety of records, files and reports related to assigned activities and families; assure compliance with applicable laws, codes, rules and regulations; maintain confidentiality of sensitive and privileged information. *E*
  - Support family transition activities into and out of Early Head Start and Head Start programs and provide assistance as requested. *E*
  - Operate a variety of office equipment; drive a vehicle to various sites to conduct work. *E*
  - May serve as a translator for teachers and interpret for parents and staff as assigned by the position. *E*
  - Attend a variety of meetings, inservice trainings and conferences; maintain current knowledge of program laws, codes, rules and regulations. *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**

Using a case management approach, the Head Start Family Services Liaison provides a wide variety of support services to assigned families to improve living conditions and quality of life for children and families. Incumbents work with families to identify existing strengths and develop plans to move toward inter-dependence and assist assigned families throughout enrollment in the Head Start program. Each incumbent will be responsible for a caseload of approximately 68 families. The number of cases assigned may vary slightly as necessary in order to assure smooth and efficient delivery of services to children and families.

**EMPLOYMENT STANDARDS**

**Knowledge of:**

Basic principles of child development and early childhood education.  
Personal hygiene practices.  
Basic pediatric health issues and communicable diseases.  
Basic social work and case management principles.  
Operation of office equipment.  
Record-keeping and basic report preparation techniques.  
Telephone techniques and etiquette.  
Oral and written communication skills.  
Interpersonal skills using tact, patience and courtesy.  
Basic math.

**Ability to:**

Provide case management support services to assigned families.  
Learn policies and objectives of the Head Start program and related activities.  
Learn vision, hearing, height and weight screening techniques.  
Learn, interpret, apply and explain applicable laws, codes, rules and regulations.  
Learn first aid and CPR methods.  
Learn to utilize a variety of general health instruments.  
Work independently with little direction.  
Determine appropriate action within clearly defined guidelines.  
Operate a variety of office equipment.  
Communicate effectively both orally and in writing.  
Identify, contact and develop working relationships with community organizations, agencies and other community resources.  
Work with children and families with special needs and provide appropriate resources.  
Add, subtract, multiply and divide accurately.  
Plan and organize work.  
Meet schedules and timelines.  
Handle difficult situations and provide crisis intervention referrals to assigned families.  
Maintain records and prepare reports.  
Complete work with many interruptions.

**Education and Training:**

Graduation from high school. College-level coursework in social services, human services, family development or a related field or completion of a certified nurse's aide, medical assistant or related health care program is highly desirable.

**Experience:**

One year of experience working with children and families in a school, community or structured human service environment.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

**SPECIAL REQUIREMENTS**

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

Incumbents must obtain a valid First Aid and CPR certificate within six months of employment and maintain certification throughout employment in this classification.

Some positions may require the ability to effectively communicate, both orally and in writing, in a language other than English. Selective certification in accordance with the Education Code may be effected to meet this requirement.

Within the first six months of employment incumbents will be provided specialized training in order to provide quality integrated health, nutrition and social services including parent involvement, to children and families.

**WORKING ENVIRONMENT**

Office and classroom environment.

Constant interruptions.

Driving a vehicle to conduct work.

Occasional evening or variable hours.

Potential for contact with blood and other body fluids.

Potential for exposure to bloodborne pathogens and communicable diseases.

**PHYSICAL DEMANDS**

Dexterity of hands and fingers to operate a computer keyboard and health equipment.

Hearing and speaking to exchange information in person and on the telephone.

Seeing to read a variety of materials and conduct health screenings.

Sitting or standing for extended periods of time.

Bending at the waist, kneeling or crouching.

Lifting and carrying light objects weighing up to 25 pounds.

Lifting and carrying or restraining children weighing approximately 30-40 pounds in emergency situations.

*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.

PCA: 7/15/2004

Revised: 6/14/2007