



## PERSONNEL COMMISSION

Class Code: 0781  
Salary Range: 19 (S1)

### HEAD START FAMILY SERVICES SUPERVISOR

#### JOB SUMMARY

Under general supervision, serve as a liaison between program staff, the District and community agencies in order to provide Head Start children and families quality integrated comprehensive services; perform administrative tasks related to Head Start families' employability, literacy, substance abuse education, health care, recruitment and enrollment, child care resources, transition to kindergarten and child abuse education; train, supervise and evaluate the performance of assigned staff; 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 liaison among program staff, the District and community agencies in order to provide Head Start children and families quality integrated comprehensive service. **E**
- Design, monitor and evaluate family services component activities such as health screening and tracking, parent involvement and family partnership building; review administrative activities for the family services components for consistency and accuracy. **E**
- Train, supervise and evaluate the performance of assigned staff; assign and schedule the work of staff; recommend transfers, reassignment, termination and disciplinary actions; develop and conduct in-service trainings for assigned staff. **E**
- Establish and maintain contact with agencies within Long Beach that serve at-risk children and families; review and update community resource and referral lists. **E**
- Provide information to families about community associations, health care resources, social service agencies, Long Beach Unified School District services and other resources that are able to assist them; collaborate with these entities to expand services for these families. **E**
- Participate in community meetings and advisory boards to increase community awareness of the needs of Head Start children and families. **E**
- Encourage parent participation in Head Start activities and services. **E**
- Facilitate the development and implementation of a health care plan for identified at-risk children and families transitioning to kindergarten; prepare related progress reports. **E**

- Facilitate the enrollment process for eligible families into appropriate health insurance programs. ***E***
- Coordinate and monitor the application, recruitment and enrollment process including outreach opportunities. ***E***
- Facilitate and monitor the kindergarten enrollment and record transfer process of Head Start children. ***E***
- Prepare and maintain a variety of records, files and reports related to assigned activities and families; compile and tabulate statistical data and data generation reports. ***E***
- Complete a variety of forms including lunch applications and social and health service agency referrals; maintain confidentiality of sensitive and privileged information. ***E***
- Administer routine first aid to children as needed; assist in assuring medication is dispensed according to physician instructions and District policy. ***E***
- Operate a variety of office equipment including a computer and assigned software; drive a vehicle to various sites to conduct work. ***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**

A Head Start Family Services Supervisor works to resolve and inform staff, parents/guardians and local community agencies of the needs, services, resources and options available within the community for at risk families. An incumbent will cultivate and maintain communication with local organizations such as health care agencies and social service agencies. Incumbents will interface with many socio-economic and multi-cultural entities within the community. An incumbent must possess excellent oral communication, interpersonal relationship and organizational skills. A Head Start Family Services Supervisor trains and supervises program staff in the delivery of quality services to children and families in Head Start.

### **EMPLOYMENT STANDARDS**

#### **Knowledge of:**

Head Start Service Areas, Performance Standards and Administration for Children and Families Guidelines.

Basic leadership techniques and principles of team development.

Basic principles and practices of supervision and training.

General social work and case management principles.

Basic principles of child development and early childhood education.

Personal hygiene practices.

Basic pediatric health issues and communicable diseases.

Record-keeping and report preparation techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.  
Operation of office equipment including a computer and assigned software.  
Interpersonal skills using tact, patience and courtesy.  
Oral and written communication skills.  
Community and organizational resources.

**Ability to:**

Interpret, apply and explain Head start policies, regulations and objectives.  
Train, supervise and evaluate the performance of assigned staff.  
Identify, contact and develop working relationships with community organizations, agencies and other community resources.  
Understand with sensitivity and awareness, the cultural and socio-economic diversities and needs of children and families.  
Work with children and families with special needs and provide appropriate resources.  
Identify and analyze issues and concerns and recommend viable solutions.  
Establish and maintain cooperative and effective working relationships with others.  
Communicate effectively both orally and in writing.  
Assemble, organize and prepare data for records and reports.  
Maintain records and prepare reports.  
Operate a variety of office equipment including a computer and assigned software.  
Work independently with little direction.  
Learn first aid and CPR methods.  
Learn vision, hearing, height and weight screening techniques.  
Plan and organize work.  
Meet schedules and timelines.

**Education and Training:**

Associate of Arts degree with coursework in psychology, sociology, child development, public health, nursing or human services.

Certificates or credentials directly related to Head Start Family Services or other similar social service programs serving at-risk children and families is preferred.

**Experience:**

Two years of experience working in a Head Start program or similar social or health service program serving at-risk children and families. Lead or supervisory experience is desirable.

One year of additional experience may be substituted for one year of the required education.

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.

**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.

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.

*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 4-30-98

PCA: Revised 7/15/2004

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