



PERSONNEL COMMISSION

Class Code: 0788
Salary Range: 35 (M2)

HEAD START SOCIAL SERVICES MANAGER

JOB SUMMARY

Under direction, to plan, participate in and coordinate the Social Service components of the District's Head Start Program; and to do related work as required.

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 direct counseling services to family members in the form of individual, family, or group counseling and refer family members for services as needed. **E**
- Provide on-going education to parents and evaluate its effectiveness. **E**
- Coordinate with the other Head Start components in providing periodic group meetings, at least quarterly, between parents and staff to identify and discuss family problems, and other parental and staff concerns. **E**
- Actively involve parents in planning and implementing the Social Services needs of their children. **E**
- Plan, implement, and evaluate the Head Start Child Abuse Program in compliance with Head Start, State and District policies. **E**
- Prepare monthly social service reports for agency management. **E**
- Establish and maintain standards for the use of social work forms and reporting. **E**
- Conduct periodic personnel evaluations. **E**
- Review and evaluate social services component activities to insure conformance to Head Start performance standards as they apply to the district's programs. **E**
- Provide career development counseling to enhance training opportunities related to increasing job productivity and career advancement. **E**
- Assist in the design, development and delivery of in-service training programs and orientations. **E**
- Select appropriate literature in the field of social work and make it available for use. **E**
- Supervise the preparation and updating of the annual Social Services component plan in cooperation with other staff and parents. **E**
- Participate in the development of the annual Social Services budget and make recommendations for appropriate budget adjustments during the course of the year. **E**
- Participate in the interviews and recommend hiring of Social Service staff in accordance with delegate agency policies and procedures. **E**

- Assess social services personnel and related duties. ***E***
- Establish formal and effective lines of communication between all social service staff persons in order to facilitate coordination and efficient flow of communication. ***E***
- Compile and maintain a file on community resources available to Head Start children and families, and update annually. ***E***
- Assure the accurate preparation of in-kind contribution reports of service providers and monitor in-kind contribution reports and in-kind hours consistent with program needs and Head Start regulations. ***E***
- Direct Head Start staff and participate in the recruitment, screening and enrollment of eligible children in the program. ***E***
- Coordinate and conduct the annual up-dating of a written inventory of community social services that are potentially available to families of Head Start children. ***E***
- Design and maintain a formal system of follow-up of family referrals to community service agencies to ensure satisfactory provision of such services to the families. ***E***
- As the program's official liaison, establish and maintain formal communications with public and private social service agencies. ***E***
- Convene and chair the Social Service Advisory committee, composed of staff from other community agencies and parents. ***E***
- Periodically attend parent policy council and committee meetings. ***E***
- Coordinate activities of and supervise Social Services component staff and volunteers. ***E***
- This includes such things as establishing work schedules, site assignments, classroom observations, case conferences, and reporting and documentation procedures. ***E***
- Direct activities of Social Service staff in providing direct services, and/or referring children and families with possible problems to appropriate resources. ***E***
- Act as a resource to and assist and Social Service staff and volunteers through individual and group conferences in analyzing case problems and in improving their diagnostic and helping skills. ***E***
- Assess training needs of all staff in area of social service. ***E***
- Design the social service training program, select trainers and evaluate staff members' progress. ***E***
- Provide information to teaching staff which will help them to better understand normal development, as well as the more common behavior problems seen in children. ***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

This specialist position aids children and families with problems relating to poverty, illness, family maladjustment, anti-social behavior, financial and environmental

deprivation. The specialist is to conduct Social Service planning, intra-agency policy formulation and coordination; recruitment of families, personnel supervision, staff development and evaluation; inter-agency liaison, mobilization of community resources, client advocacy, and individual and family counseling.

EMPLOYMENT STANDARDS

Knowledge of:

General principles of training and supervision.
Staff development and in-service training methods and techniques.
Social service subject matter curriculum and institutional program trends.
Techniques for counseling families about social services.
Casework methodology and social services applicable and available to a multi- cultural community and specific populations.
Youth service related referral agencies and services.
Techniques and resources available and utilized in assessing and evaluating families and children in the community setting.
General principles and techniques of organization, administration and personnel management.
Principles of record keeping.

Ability to:

Prepare and conduct effective training programs.
Interpret and analyze proposed and existing state and federal legislation regarding social services.
Maintain emotional control under difficult situations.
Design and implement program assessment procedures.
Plan, organize, and conduct a variety of procedures and activities designed to insure the completion of goals and objectives.
Gather and organize data into a meaningful format.
Establish and maintain effective relationships with those contacted in the course of work.
Develop and implement family assessment and assistance program.
Communicate effectively, both orally and in writing.
Make persuasive presentations to small or large groups of people.
Motivate parents or volunteers to take courses of action that are in the best interest of the development and growth of children.
Write clear and accurate reports.
Direct the set up and maintenance of accurate records or record systems.
Communicate effectively with other governmental agencies groups or association to further the objectives of the Head Start program.

Operate a vehicle using legal and defensive driving practices.
Organize and establish priorities and schedules.
Plan, direct, and supervise the work of assigned personnel.

Education and Training:

Graduation from a recognized college or university with a major in behavioral or social sciences.

Experience:

Three years of professional experience in a social service agency, one year of which must have been in an administrative and/or supervisory capacity.

Any other combination of training and/or experience which demonstrates the applicant is likely to possess the required skills, knowledges, and abilities may be considered.

SPECIAL REQUIREMENTS

A successful appointee preferably will be bilingual in Spanish or one of the major Asian languages.

Must have use of an automobile with adequate insurance coverage and a valid driver's license, or have available private transportation at the time of appointment.

WORKING CONDITIONS

Office environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS

Hearing and speaking to exchange information and make presentations.
Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Sitting for extended periods of time.

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 one (1) year during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

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