

JOB ANNOUNCEMENT

(Please see end of document for application information)

POSITION: Family Services Assistant (Case Manager III)
DEPARTMENT: Early Learning And Family Services
REPORTS TO: Family Engagement/Services Coordinator
SALARY GRADE: 4 (\$14.13 to \$17.66 per hour*)
 *Candidate offers consider experience, qualifications and internal equity

FLSA STATUS: Non-Exempt
SCHEDULE: FT (40 hrs/wk; Monday through Friday; 8:00 am- 4:00 pm)
LOCATION: Kellogg
BENEFITS: The Opportunity Council provides a strong benefits package that includes paid school breaks, health leave, and holidays (including personal holiday(s)). Retirement plan includes employer contribution equaling 5% of pay. Paid health insurance for employees plus voluntary flexible spending account, dental, vision, life/ADD and long-term disability insurance, along with a culture that supports staff and their families.

JOB SUMMARY:

Works as part of integrated services team that provides comprehensive services for up to 36 designated enrolled families living in Whatcom County. Facilitates the delivery of early childhood development, health, family and community services in cooperation with ELAFS service area staff and parents. Maintains working knowledge of Head Start Performance Standards, state ECEAP standards, agency policies and procedures and other applicable regulations.

Bilingual Family Services Assistant: Serves as a support translator/interpreter in the classroom for communicating verbally and in writing with non-English speaking children.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

1. Responsible for understanding basic service area requirements and assuring that services are made available to each designated child and family in a timely way as determined by Early Head Start, Head Start or ECEAP Performance Standards and local program plans.
 - a. Health: Cooperates with service area staff to see that each child has up-to-date medical and dental services including any follow-up required and facilitates on-site screenings, parent and staff training and other related activities.
 - b. Mental Health: Assists with referrals, observations, and scheduling of services for children, families, and facilitates on-site therapy and training activities as requested.
 - c. Nutrition: Is familiar with children and families' special needs and works as liaison between the program and parents to develop and evaluate services.
 - d. Education: Works cooperatively with child development staff to understand children's individual plans, and acts as liaison for sharing progress and receiving parent input, as appropriate. Works in the preschool classroom on a regular basis as directed by supervisor.
 - e. Works cooperatively with supervisor to plan and implement parent activities and training.
2. Will work as a liaison between classroom and home to facilitate the Family Services and Community Partnership aspects of the program.
 - a. Makes home visits to families as required. Responsible for establishing a regular means of contact through phone calls, written communications including individual notes and general program correspondence and assist in the production of a center newsletter.
 - b. Responsible for assuring that each family has an opportunity to develop a Family Partnership Plan, and provides or recommend resources which will empower parents in achieving their own goals. **Bilingual Family Service Assistant:** Includes the identification of parents interested in learning English as a Second Language (ESL).
 - c. Works with service area staff and families to facilitate communications regarding activities and

- schedules, special family needs or requests, important community/resource information, etc., including assisting with written translation and verbal interpretation.
- d. Works with the Family Services Coordinator and service area staff to develop and facilitate a resource and referral system for the service area which will include use of existing ELAFS networks and materials or develop those resources where needed, including written and verbal translation.
 - e. Assists in the planning and implementation of a variety of center parent/family daytime and evening activities. **Bilingual Family Services Assistant** facilitates translation and interpreter needs and supports ESL activities for non-English speaking populations.
 - f. Assists Family Services Coordinator and Supervisor in planning and implementing father involvement program events.
 - g. Works with supervisors to recruit and train parent and community volunteers.
 - h. Assists with the recruiting of children and families, including orientation activities and parent education, and facilitates enrollment policies which encourage regular attendance, parent participation, etc.
3. **Bilingual Family Service Assistant:** Supports the classroom as a translator/interpreter in the classroom for communicating verbally and in writing with non-English speaking children and families.

EDUCATION, EXPERIENCE, TRAINING REQUIREMENTS:

1. Bilingual Family Service Assistant must speak, write and read with fluency and proficiency in Spanish, Russian, Punjabi, or another language common to the families in the program.
2. B.A. Degree Human Services, Public Health, or equivalent, or combination of education and training and experience that provides the applicant with the desired skills, knowledge and abilities required to perform the job.
3. Three years' experience in an agency or program setting providing services to families with young children including home visits and direct work with parents, or equivalent.
4. Basic knowledge of child development and ability to work effectively with young children individually and in a group setting, including a minimum of one year of experience desirable.
5. Basic knowledge of health care services including needs of preschool children, and available community resources.
6. Basic adult education skills, and ability to develop, and participate in the development and facilitation of, training for parents and staff.

SKILLS AND ABILITIES REQUIRED:

1. Language skills, including demonstrated ability to express oneself clearly verbally and in writing.
2. Demonstrated ability to relate in a supportive, non-judgmental manner to families of varying cultural, educational and socioeconomic backgrounds.
3. Strong interpersonal communication and crisis intervention skills to relate supportively and assertively with families under stress.
4. Documentation and record keeping.
5. Demonstrated understanding of child growth and development with an emphasis on Infant/Toddler development.
6. Knowledge of other languages and cultures preferred.
7. Innovation skills; frequently assists in creating new or improved methods, procedures, or systems. Job regularly requires independent, creative thinking in collaboration with others to address operational, functional, budgetary, or service issues.
8. Ability to interpret and/or discuss information with others which involves terminology or concepts not familiar to many people; regularly provide advice and recommend actions involving rather complex issues. May resolve problems within established practices. May work with outside contacts, including other agencies and community resources, requiring regular communications of information not familiar to many people.
9. Must be able to adapt interpersonal skills in response to individual styles, personalities and cultures.

ADDITIONAL REQUIREMENTS UPON HIRING:

1. Must have initial health examination indicating you are fit for duty and free from communicable disease within 60 days of hire. Medical checkups are required every two years thereafter.
2. Must have TB test and submit test results prior to hire date.

3. Must submit to a criminal record check to ascertain that the applicant has not been convicted of a child abuse or neglect offense per Washington State Child Abuse Law (Ch. 486, Laws of 1987) or DSHS licensing requirements.
4. Must submit abstract of driving record for previous 3 years prior to start date.
5. Must have current First Aid card and Infant/Child CPR training (or obtain within 30 days), and must maintain current certificates for length of employment.
6. Must have valid Washington State driver's license or obtain by date of hire.

WORKING CONDITIONS:

Work is generally performed in a fast-paced office environment with frequent interruptions and occasional crisis situations. Periodically requires travel within Whatcom County for center site visits and screenings, community networking and other job-related activities.

JOB PURPOSE:

Provides case management services to a specified client population.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

- Performs assessment for program eligibility
- Provides regular direct case management services
- Supports clients in developing goals and plans
- Provides resource and referral
- Performs data entry and tracking
- Maintains case notes, client files, and program and service records
- May conduct home visits dependent on program

OTHER RESPONSIBILITIES:

- Maintains relationships with community service providers
- Other related duties as assigned

EDUCATION/EXPERIENCE REQUIREMENTS:

- Minimum two-year degree in related field
- Minimum one year of related experience

SKILLS AND ABILITIES REQUIRED:

Competencies:

- Team Player: Shares resources, responds to requests from other parts of the organization, and supports larger legitimate organization agendas as more important than local or personal goals.
- Critical Thinking: Takes initiative, anticipates next steps, and problem solves issues to keep the work moving forward.
- Integrity: Thinks and acts ethically and honestly, applying ethical standards of behavior to daily work activities
- Customer Orientation: Views the organization through the eyes of the customer and goes out of his/her way to anticipate and meet customer needs.
- Cultural Competency: Respects and interacts effectively with people of diverse cultures and socio-economic background; has an awareness of his/her own cultural worldview and its impact on perspective
- Sensitivity: values and respects the concerns and feelings of others: behaviors communicate empathy toward others, respect for the individual, and appreciation of diversity among team members
- Organizing and Planning: has strong organizing and planning skills that allow them to be highly productive and efficient; manages time wisely, and effectively prioritizes multiple competing tasks.
- Active Listening: gives full attention to speakers, giving verbal and nonverbal cues to demonstrate interest and understanding
- Conflict Management: recognizes that conflict can be a valuable part of the decision-making process; comfortable with healthy conflict, and supports and manages differences of opinion.

- Change Agility: Embraces needed change and modifies behavior when appropriate to achieve organizational objectives; effective in the face of ambiguity.

Skills:

- Motivational interviewing
- Coaching staff and clients
- Problem solving
- Explain technical information in understandable terms
- Deliver public presentations
- Proofread the writing of others
- Maintain composure under pressure
- Exhibit solid judgment

Equipment:

- Computer/laptop/printer
- Fax/scanner/copier
- Software programs, including databases
- Telephone

PHYSICAL and SENSORY QUALIFICATIONS:

R = rarely O = occasionally

F = frequently

Physical Activity	F	O	R
Sitting			
Stationary standing			
Walking			
Crouching (bend at knee)			
Kneeling/crawling			
Bend at waist			
Twisting (knees/waist/neck)			
Climbing			
Grasping			
Driving a car			
Repetitive motions (keyboard/data entry)			
Lifting/Carrying: 50 pounds			
Sensory Activities	F	O	R
Talking (in person/on phone)			
Hearing (in person/on phone)			
Vision for close work			

TO APPLY:

Application and application instructions may be found at: www.opcco.org/employment. Paper copies of the applications may be picked up at: Opportunity Council, 1419 Cornwall Ave., Bellingham, WA 98225

Applications must be received no later than **4:00 pm, Wednesday, July 25, 2018**

Opportunity Council is a private nonprofit Community Action Agency working as a catalyst for positive change in our communities and the lives of low-income and disadvantaged people - serving Whatcom, Island, San Juan, Skagit, and Snohomish counties. EOE