

**MERCED COUNTY OFFICE OF EDUCATION  
POSITION DESCRIPTION**

**POSITION TITLE: Bilingual Family Support Services Provider**

**DATE APPROVED: MCOE: 3/29/11  
Policy Council: 2/20/08**

**DEPARTMENT: Head Start**

**RANGE: HSCS/25.5**

Employee Signature

Date

**MINIMUM QUALIFICATIONS:**

**Education and/or Training:**

Associate's Degree or the equivalent 60 units of college coursework in human services, psychology, social services, health services or a closely related field.

**Experience:**

One year of experience providing direct services to families in an agency or organization that provides health or social services.

**Credentials and/or Skills:**

Bilingual in English/Spanish, English/Hmong, and/or English/Punjabi. Possess or obtain a valid pediatric first aid certificate within 90 days of employment. Knowledge of community resources available within Merced County; principles of case management; philosophy of family self-sufficiency. Ability to plan, coordinate and organize activities; analyze and solve problems; ability to prepare detailed records accurately and in a timely manner. Knowledgeable in the use of personal computers and related software applications. Excellent interpersonal skills using tact, patience and courtesy. Ability to communicate orally and in writing using correct English usage, spelling, grammar, vocabulary and punctuation. Proof of valid CA driver's license and minimum amount of liability insurance required by law. DMV printout required.

**SUMMARY OF POSITION:**

Under the supervision of the Comprehensive Service Supervisor, identify health and social service needs of assigned families and children in center based and wrap-around programs; plan and implement program activities to meet those needs. Plan and implement parent activities including parent education, parent committees, and facilitate parent participation in all aspects of the program. Conduct outreach and recruitment activities and implement enrollment procedures for preschool aged children. Make regular home visits. Prepare and maintain detailed child and family records, and maintain confidentiality of all information acquired.

**ESSENTIAL FUNCTIONS:**

1. Expedite completion of pre-enrollment requirements by assisting families to obtain the necessary health services and documentation of the health services; and, by completing all required forms and health records accurately and in a timely manner.
2. After enrollment, ensure that health and dental services required by Performance Standards or

**DESIRABLE QUALIFICATIONS:**

**Education and/or Training:**

Bachelor's Degree in human services, psychology, social service, health service or a closely related field.

**Experience:**

Experience in family case management at a health or social services agency.

**Credentials and/or Skills:**

Human Services or Health Services Certificate of Completion.

**ESSENTIAL FUNCTIONS:**

- identified by the Health Services Manager are obtained. Perform health screenings such as height and weight, nutrition screening, vision and hearing, and others.
3. Assess the health, social service and training/educational needs of each assigned family.
  4. Utilizing a case management approach, develop with each family a family partnership agreement based on the family's assessed and expressed needs and interests. Assist each family to implement the family partnership agreement.
  5. Make appropriate referrals to other agencies and follow up on all referrals acting as an advocate when needed.
  6. Work closely with the Comprehensive Services Supervisor, Family Support Services Manager, Mental Health services provider, and others to assist families in crisis.
  7. Provide or arrange for transportation and translation as needed.
  8. Implement the outreach and recruitment plan as directed.
  9. Take all necessary steps to ensure full enrollment and an 85% minimum average daily attendance.
  10. Prepare individual comprehensive service files for each assigned child and family. Use a computer and other office equipment to gather, record, retrieve, collate copy, and disseminate information. Update all child and family records as services are provided or acquired.
  11. Work with parents, service area managers, and other staff to provide parent education.
  12. Assist parents to organize and maintain active parent committees; assist parents to plan and implement activities for themselves; encourage, facilitate, and support parental involvement in all aspects of the Head Start Program.
  13. Assist with transition to kindergarten or other child care or school placement.
  14. Carry out authorized emergency and safety procedures and administer first aid.
  15. Report suspected cases of child abuse and neglect in accordance with regulations and policy.
  16. Meet frequently with each family by making regularly scheduled home visits and other contacts, as needed.
  17. Interact with and maintain cooperative relationships with individuals of diverse backgrounds and cultures.
  18. Requisition, inventory, and properly store needed supplies and materials.
  19. Attend case conferences, parent conferences, center meetings, case reviews, IEP/IFSP meetings, staff meetings, parent meetings, in-service and pre-service meetings, and other meetings as directed.
  20. Comply with MCOE policies and procedures, administrative regulations, State of California Health and Welfare Codes including Title 22, Head Start Performance Standards, and other applicable state and federal regulations.
  21. Operate a personal computer and standard office equipment.
  22. Operate a motor vehicle.
  23. Perform other job related duties as assigned.

**PHYSICAL REQUIREMENTS:** Employees in this position must have the ability to:

1. Sit for extended periods of time.
2. See and read a computer screen and printed matter with or without vision aids.
3. Hear and understand speech at normal levels and on the telephone with or without hearing aids.
4. Speak so that others may understand at normal levels and on the telephone.
5. Enter data into a personal computer, operate standard office equipment and dial a telephone.
6. Operate a motor vehicle.
7. Stand, walk, bend over, grasp, reach overhead, stoop, twist, push, pull, and move, lift and/or carry up to 40 pounds to waist height.

**WORK ENVIRONMENT:** Employees in this position will be required to work in multiple environments, including office, classrooms, client's homes, community agencies, community neighborhoods and come in contact with MCOE/district staff and the public.