



Position Description

Title:	FAMILY CASE MANAGER
Reports To:	FAMILY SERVICES SPECIALIST
Division:	CHILDREN'S SERVICES
Program:	HEAD START / EARLY HEAD START
Status:	NON-EXEMPT, HOURLY
Hours Per Week:	40

SUMMARY OF POSITION

Provide social services and parent engagement opportunities to Head Start and Early Head Start families. In partnership with families, the Family Case Manager will develop mutually trusting relationships, act as an advocate for families and provide support services as needed. The Family Case Manager will assist families in determining their strengths and needs in order to develop goals and steps toward meeting those goals.

ESSENTIAL JOB RESPONSIBILITIES

- Assist in carrying out program goals, policies and activities designed to meet the needs of families enrolled in Head Start and Early Head Start.
- Develop, implement and monitor the progress of Family Partnership Agreements including goal setting and achieving those goals.
- Actively recruit children and pregnant moms eligible for Head Start and/or Early Head Start.
- Encourage parents to enroll eligible children in Head Start and Early Head Start by explaining the merits of the programs.
- Follow up on all referrals, inquiries and leads for enrollment per written procedures and program plans.
- Complete applications throughout the year in order to maintain an active waiting list in all four counties.
- Correctly complete applications with interested families in a timely manner including follow-up on needed documentation.
- Plan and implement parent engagement activities as per written program plans and federal performance standards. Plan and facilitate parent meetings, educational workshops and Family Fun Nights. Arrange babysitting, transportation, facilities and presenters.
- Serve as an advocate between community resources and Head Start / Early Head Start families.
- Assist with recruiting volunteers and/or in-kind services and contributions.

- Assist the Health Specialist in obtaining and tracking child health appointments per SOP. Promptly notify the Health Specialist of any concerns regarding a child's health.
- Maintain timely, proper and precise documentation both written and in the child tracking system.
- Fully utilize the child tracking system in order to maintain an up-to-date record keeping system with adequate provisions for confidentiality.
- Confer with Early Education Support Specialist regarding children or families' mental health needs.
- Engage families in volunteering, community service and other ways of contributing to program activities and services.
- Organize Head Start events such as pictures, yearbook, holiday gift distribution and Ready-Set-Read program. Coordinate with Early Head Start as needed.
- Assist with building lasting, reciprocal relationships with community partners through communication, education and collaboration.
- Establish a good rapport with families through regular contact and home visits.
- Assist families with crisis situations through direct services or referrals.
- Accurately complete three assessments on families per year, enter data in child tracking database per guidance, and provide opportunities for families to improve assessment score by offering individualized and group coaching in family outcome areas.
- Follow-up on referrals made in a timely manner. Document all follow-up.
- Assist parent government body as needed.
- Maintain organized, attractive and updated parent information boards or walls in the center.
- Insure that parent orientation is completed with all parents per day care licensing regulations.
- Insure that recruitment and election of parent government and policy council representation is conducted according to the SOP.
- Maintain and submit weekly and monthly reports to supervisor.
- Monitor children's attendance and follow up per SOP. Document all follow up.
- Report any cases of suspected child abuse or neglect, as required by law, in accordance with agency policies and procedures.
- Assist with gathering and accurately documenting in-kind.
- Maintain confidentiality at all times.
- Participate in pre-service and in-service trainings, workshops, seminars and conferences to up-date professional growth and development.
- Participate in reflective coaching each month.
- Create and adhere to career and position goals
- Perform additional duties as deemed necessary by the Director of Children's Services or designee.

MINIMUM REQUIREMENTS

- Minimum of a high school diploma or GED. An associate or bachelor's degree in social work or human services is preferred.
- Must obtain a Basic Family Services Credential within two years of hire or beginning the position.
- One year case management, home visiting or working with at-risk families is preferred.
- Must have a valid Indiana Driver's License and proof of insurance. Must have a reliable personal vehicle available for use in business related travel.
- Must submit to a criminal history background check.
- Must obtain a physical within 30 days of hire and update every two years.

KNOWLEDGE, SKILLS AND ABILITIES

- Frequent significant decision and problem solving abilities.
- Strong written and verbal communication skills.
- Intermediate computer skills, internet and e-mail.
- Strong organizational and time management skills, sensitivity to detail, ability to meet tight deadlines and work under pressure.
- Ability to perform mathematical skills including calculating decimals and percentages.
- Must be flexible and non-resistant to change.
- Knowledge of community resources and how to access services for children and families.
- Ability to establish and maintain effective and cordial working relationships with parents, staff and community.
- Ability to work as a team member collaborating with staff, parents and community resources.
- Ability to set and maintain professional boundaries with families.
- Ability to respond appropriately to an emergency or a crisis situation.
- Must be able to understand, interpret and implement policies and procedures.
- Daily kneeling, stooping, bending and sitting on the floor to attend to children's needs.
- Occasional lifting up to 50 lbs.
- Must be available for overnight travel, evening and weekend work as required.
- Must be supportive of the missions of Hoosier Uplands Economic Development Corporation and the Children's Services Division.

CONCLUSION

This job description is intended to convey information essential to understanding the scope of the job and general nature and level of work performed by staff within this position. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

Interested applicants should forward a resume, references, and cover letter to:

**Hoosier Uplands EDC
Attn: Kris Mathews, Family Services Specialist
500 West Main Street
Mitchell, IN 47446**

-or-

kmathews@hoosieruplands.org

(Revised 9/22/14)