

## **ERSEA and Family Services Manager**

<b>Job Title:</b>	<b>ERSEA and Family Services Manager</b>
<b>FLSA Status:</b>	<b>Exempt</b>
<b>Department:</b>	<b>Anna Waters Head Start</b>
<b>Immediate Supervisor:</b>	<b>Head Start Director</b>
<b>During:</b>	<b>Full Time</b>
<b>Date of Update:</b>	<b>July 2019</b>

### **Job Summary**

The ERSEA and Family Services Manager is responsible for overall administration, supervision, coordination, and organization of the Family Services department of Head Start, ensuring the agency complies with all regulations per applicable Performance Standards and DCFS requirements. The ERSEA and Family Services Manager will analyze, plan, and implement enrollment systems. Plan and provide training related to enrollment systems, policies, and procedures for the department and agency. The ERSEA and Family Services Manager will promote parental engagement, serve as the primary liaison between Head Start and the community services agencies, and supervise the Family Resource Advocates ensuring accurate monitoring, agency collaboration, and tracking of enrollment services.

### **Responsibilities and Duties**

- Ensure full program enrollment and maintain a sufficient wait list.
- Develop and maintain comprehensive family services system, including outreach, assessment, crisis intervention, information, referrals, and monitoring of services.
- Assist staff in developing Family Partnerships Agreements establishing goals and responsibilities for each family in compliance with internal and external requirements.
- Advocate for families to receive services and accomplish goals.
- Assist families before and during children's transitions into Kindergarten.
- Oversee recruitment of parents and family members into involvement with Head Start.
- Schedule and coordinate parent involvement opportunities with Site Managers to promote parental engagement.
- Establish and maintain system to manage all contacts between Head Start staff members and families; ensure two-way communications between staff and parents.
- Create and maintain record keeping and reporting policies for waitlists, enrollment, attendance, timelines, schedules and procedures in accordance with Head Start Performance Standards and DCFS guidelines.
- Ensure on-going monitoring, tracking, follow-up, and analysis of enrollment data, and produce regular reports for management meetings.
- Monitor and document parent involvement in Head Start.
- Provide training, supervision and guidance for Family Resource Advocates.

- Serve as liaison between community agencies and Head Start.
- Ensure all policies and procedures pertaining to parent involvement and mutual service agreements are reviewed and updated annually with input and approval by the Policy Council as appropriate.
- Identify and address community needs affecting Head Start families.
- Compile and submit Program Information Report (PIR) data on a periodic basis.
- Evaluate all Family Service Workers annually.
- Attend meetings and trainings as required.
- Perform other duties as determined by supervisor.

### **Qualifications & Experience**

The ERSEA and Family Services Manager is required to have a bachelor's degree in human services or a related discipline. The ERSEA and Family Services Manager will earn a Family Development Credential within 2 years. The ERSEA and Family Services Manager should have experience coordinating services to low-income families. The ERSEA and Family Services Manager must be free of tuberculosis, pass physical exam, and criminal background check prior to placement on the job.

### **Application Procedure**

To apply, submit cover letter, resume, and application to Kimberly Brummett, Director Head Start, via mail, email, or hand delivery. Visit [www.dmcoc.org/hiring/](http://www.dmcoc.org/hiring/) to download an application. Application deadline is July 31, 2019.

Job Type: Full-time

Salary: \$30,000-\$35,000 /year