

9.9.08 FAMILY SERVICE MANAGER

Reports To: Lead Family Service Manager

Dept/Campus: Washington Arkansas Better Chance (ABC) Center

Wage/Hour Status: Nonexempt

Length of Contract: 190

PRIMARY PURPOSE/FUNCTION:

Assist in setting up the organizational climate and culture. Act as a role model and help staff develop the knowledge and skills needed to engage families. Work closely with staff, families, and community partners to support children's school readiness and healthy development. Develop trusting and respectful relationships with families. Through reflective supervision, training, and coaching, assist staff to build trusting relationships with families from diverse cultures and backgrounds.

QUALIFICATIONS:

Education/Certification:

Minimum of Bachelor's degree or Associate's degree in social work, social services, education, public health, or a related field

Special Knowledge/Skills:

A reasonable degree of proficiency in reading, writing, and mathematics
Written and verbal communication skills
Knowledge of cultural needs of minority ethnic groups
Computer and on-line database skills

Experience:

Experience in working with low income families, ethnic minority, and special needs children/families

The Board may find appropriate and acceptable alternatives to the above qualifications.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Maintain professional behavior, appearance, and work ethic to represent the school district in a positive manner at all times.
2. Articulate a positive image of the school district and school district personnel.
3. Demonstrate effective customer service strategies to all district patrons.
4. Be a positive role model for students and support the mission of school district.

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5. Use effective communication skills to present information accurately and clearly.
6. Keep informed of and comply with state, district, and school regulations and policies for classroom teachers.
7. Attend and participate in faculty meetings and serve on staff committees as required.
8. Participate in activities which are related to school functions and/or educational process which occur outside the regular school day.
9. Pass a national criminal background check and be cleared by the Arkansas Child Maltreatment Registry.
10. Adhere to the Confidentiality Agreements.
11. Have dependable transportation for in-district travel.
12. Adhere to the Code of Ethics for Arkansas Educators and all other internal policies and procedures.
13. Be accountable for the health, safety, and supervision of children.
14. Establish and maintain positive partnerships with parents, staff, and community partners.
15. Communicate and plan with teachers and families.
16. Conduct regular visits to the classroom/site to support teachers.
17. Implement policy for determining eligibility of the family.
18. Establish and implement a recruitment plan.
19. Plan and implement policy for selection process to ensure resources are provided to families with the greatest needs.
20. Implement the intake and enrollment policies to meet requirement for all funding sources.
21. Record and maintain documentation.
22. Plan and conduct monthly family meetings.
23. Develop and implement culturally relevant family engagement frameworks.
24. Create ongoing and varied ways to communicate with families to give voice to their strengths, challenges, and successes.

25. Engage in conversations with families concerning child progress and curriculum, while building trusting relationships with families.
26. Maintain the collection of meaningful, reliable, and valid data throughout the school year.
27. Assist staff in collaborating with families in engaging community partners.
28. Create a trusting environment to partner with families in reaching their children's school readiness goals.
29. Build a trusting environment to ensure each child's successful transition to kindergarten.
30. Collaborate with the special services department to meet disability requirements.
31. Provide family with information on services that are available to them.
32. Attend required professional development.
33. Encourage and recruit volunteers for the program.
34. Follow all policies and procedures for the program.
35. Report directly to the lead family service manager.
36. Perform all other duties as assigned by the principal/director.

WORKING CONDITIONS:

Mental Demands:

Ability to communicate effectively (verbal and written); maintain emotional control under stress; maintain a clear focus on customer service

Physical Demands:

Regular district-wide travel; moderate standing, stooping, bending, and lifting

Date Adopted: September 22, 2015

Last Revised:

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required.

Employee

Date

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Supervisor

Date