



TRIBAL PERSONNEL DEPARTMENT

JOB TITLE: Early Head Start Family Service Worker
SUPERVISOR: Family Services Manager
LOCATION: Zaasijiwan Head Start
POST DATE: August 16, 2019
CLOSING DATE: August 30, 2019

General Description: The Early Head Start Family Service Worker position is responsible for coordinating and providing family support for Early Head Start program participants in a case management style and acting as a liaison between families, staff, the community, and other family-related services. Under the direction of the Family Services Manager, the Early Head Start Family Service Worker will work with Early Head Start families and pertinent staff to ensure coordinated and supportive service delivery.

Qualifications: High School diploma or equivalent required. Current certification in Infant and Child CPR and first aid or completion within 3 months. Completion of Family Service Credential within 18 months of hire. Ideal candidate will possess an Associate Degree in a Human Service discipline or related field. Program assistance may be available for obtaining required credentials. Three years of related experience in case management and/or human service field preferred. Experience dealing with sensitive family situations in a respectful, non-threatening, and professional manner. Must have valid WI driver's license, proof of vehicle liability insurance, and access to a reliable vehicle.

Salary: \$13.25-\$20.25 per hour/dependent on qualifications.

How to Apply: Submit your application for employment and a notarized Release of Information by the deadline. Must also be willing to submit to a drug screen. Applications and detailed job descriptions can be obtained via Lac du flambeau Tribal website www.ldftribe.com or are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department
P.O. Box 67
Lac du Flambeau, WI 54538
715-588-3303
Email: hr@ldftribe.com

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

**Lac du Flambeau Band of Lake Superior Chippewa Indians
Nonexempt Position Description**

A. TITLE OF POSITION: Early Head Start Family Services Worker

B. DEPARTMENT: Zaasijiwaan Head Start Program

C. SUPERVISOR'S TITLE: Family Services Manager

D. DESCRIPTION OF DUTIES: The Early Head Start Family Service Worker position is responsible for coordinating and providing family support for Early Head Start program participants in a case management style and acting as a liaison between families, staff, the community, and other family-related services. Under the direction of the Family Services Manager, the Early Head Start Family Service Worker will work with Early Head Start families and pertinent staff to ensure coordinated and supportive service delivery. Additional responsibilities of this position include assisting with recruitment, selection, enrollment, attendance, and home visiting responsibilities and other program duties as needed. Specific responsibilities include, but are not limited to the following and are subject to change depending on program needs:

ERSEA-ELIGIBILITY, RECRUITMENT, SELECTION, ENROLLMENT AND ATTENDANCE

1. Responsible for recruiting eligible families and verifying eligibility in accordance with agency policies and procedures.
2. Assist with processing enrollment and completing registration process for Early Head Start program participants.
3. Ensure program participants provide complete and accurate information with regard to health and social welfare status, providing assistance when necessary.
4. Work with families to ensure regular attendance and to make improvements where needed.

FPA-FAMILY PARTNERSHIPS

5. Provide comprehensive case management services for families. Assist families with development of Family Partnership Agreements and achievement of other program requirements as necessary.
6. Provide resources that reflect the needs and wants of families as stated in their individual Family Partnership Agreements. Review and follow-up with families throughout the year to reassess their needs and assist with goal achievement.
7. Collaborate with families to identify and access, either directly or through referrals, resources that are responsive to their interests and goals.
8. Coordinate work schedule to meet specific needs of families. Provide direct, short-term crisis intervention if necessary.

PFCE - PARENT, FAMILY, AND COMMUNITY ENGAGEMENT

9. Work to ensure program participants meet program requirements related to education, health and wellness, social services, and family goals.
10. Ensure program service requirements are completed and referrals/follow-up occurs for participating families.
11. Maintain documentation of family contacts, social service activities, referrals, and follow-up activities.
12. Assist program staff with conducting required screenings and making sure they are completed within the required timeframe.

13. Facilitate and support parent involvement. Assist teaching staff with parent engagement. Assist with parent orientation and coordination of parent training and education events.
14. Maintain positive internal and public relations. Cooperate and collaborate with community agencies to improve the delivery of services to children and families in accordance with confidentiality policies. Facilitate and support community volunteer efforts in all areas of the program which may include hosting and/or attending various meetings and conducting home and community visits.

PROGRAM MANAGEMENT AND MONITORING

15. Work with program managers and coordinators to ensure program requirements are met and continuous progress in terms of program goals and objectives is made.
16. Provide input into program planning efforts. Participate in staff meetings and in-service trainings as needed and required. Demonstrate general knowledge of Head Start Program Performance Standards and other applicable regulations.
17. Be responsible for accurate and timely recordkeeping. Regular data entry and reporting activities are an expectation of the position.
18. Participate in and network with community agencies on behalf of the program. Attend meetings, conferences, and workshops as assigned.

E. POSITION RELATIONSHIPS:

1. **Internal:** Daily contact with program staff, children, and parents.
2. **External:** Frequent contact with parents/families, service providers, other staff. Occasional Contact with the general public.

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: This position receives supervision and direction from the Family Services Manager.

H. EDUCATION: High School diploma or equivalent required. Current certification in Infant and Child CPR and first aid or completion within 3 months. Completion of Family Service Credential within 18 months of hire. Ideal candidate will possess an Associate Degree in a Human Service discipline or related field. Program assistance may be available for obtaining required credentials.

I. EXPERIENCE: Three years of related experience in case management and/or human service field preferred. Experience dealing with sensitive family situations in a respectful, non-threatening, and professional manner. Must have a valid driver's license, proof of liability insurance, and access to a reliable vehicle.

J. SKILLS:

1. Ability to maintain confidentiality in accordance with agency policy and applicable tribal, state and federal regulations.
2. Demonstrate effective and respectful oral and written communication skills with staff, parents, children, and the community.
3. Ability to work with families of varying economic, social, and ethnic backgrounds.

4. Knowledge of community resources and how to access and collaborate. Appropriate knowledge, experience, and appreciation of local culture.
5. Strong interpersonal skills, including the ability to work as part of a team, receive and provide feedback, and manage discussions in meetings.
6. Demonstrate effective organizational skills, including the ability to manage multiple tasks and prioritize for effective completion. Problem solving skills to assure program and system continuity and effectiveness.
7. Effective use of management information systems and communication tools/devices (e.g. VOIP telephone/messaging, email, fax, etc.)

K. WORKING ENVIRONMENT:

Work conditions: Normal office environment, personal vehicle, bus, and family homes. Standard classroom/school conditions (classroom, gym and playground).

Exposure to hazards: Occasional contact with children and family members that may expose staff to illness and or undesirable behavior.

Physical Requirements: Extended periods of sitting, lifting files over 10 pounds. Required to sit; use hands and fingers to handle or feel objects, keyboards, tools or controls; reach with hands and arms; speak and hear; operate keyboard, perform various duties including riding on bus and harness children into seatbelts, daily kneeling, stooping, bending, sitting on floor and occasional lifting up to 50 lbs. and ability to move quickly in response to a child's needs.

L. BEHAVIOR: The vision, goals, and objectives of the Lac du Flambeau band of Lake Superior Chippewa Indians requires the Early Head Start Family Service Worker to perform in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers, and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any attitude or behavior that will tarnish the name or reputation of the Lac du Flambeau tribe will not be tolerated and is subject to disciplinary action.

M. OTHER: Demonstrate a strong commitment to cultural beliefs and values of Lac du Flambeau Band of Lake Superior Chippewa Indians and the governing Tribal Council. Practices cultural sensitivity at all times, recognizing the respective diverse work styles within the organization and the Lac du Flambeau community. Criminal background check required applicable to the job description. As an employee of the Tribe, he/she will be subject to the Policies and Procedures of the Lac du Flambeau Band of Lake Superior Chippewa Indians.

