York County Community Action Corp.
Children’s Services
LEAD WHOLE FAMILY COACH
Job Description

REPORTS TO: Family Engagement/ERSEA Manager
STATUS: Non-Exempt, Full-Time
PAY GRADE: 6
EMPLOYMENT PERIOD: 52 weeks per year @ 40 hours per week
*Number of weeks subject to change depending on program needs.

PURPOSE: The Lead Whole Family Coach provides case management and coaching support to enrolled Head Start families utilizing the Family-Centered Coaching approach. This position is responsible for conducting family assessments; development of family plans; advocacy; advising; service coordination and follow-up. This individual will be responsible for providing supervision, support and guidance to Whole Family Coaches, as well as be responsible for the data collection and Family-Centered Coaching progress. This individual will contribute to ensuring the program’s full compliance with the Head Start Performance Standards. The Lead Whole Family Coach will work in partnership with families in order to achieve family and individual identified goals. This person must be willing to travel and have own vehicle. Under the supervision of the Family Engagement/ERSEA Manager and within the scope of the Agency’s goals and objectives, the Lead Whole Family Coach is responsible for the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES:
1. Obtains history and relevant information from family members; assesses and prioritizes family needs; identifies family resources; builds rapport with family.
2. Develops, coordinates, and monitors a network of services and resources tailored to the needs and interests of the family; acts as a liaison between families and agencies; arrangements services with other providers as indicated in the Family Pathway Plan; assists families with completing applications for services.
3. Establishes a relationship with providers and resource network; maintains ongoing contact with family to reassess and monitor goals.
4. Networks with area agencies and arranges for services for emergency food, shelter, clothing, etc.; follows-up with families and agencies to monitor compliance with services.
5. Performs all data management activities that support objectives of the program; keeps records as required by program and funding sources; records contacts made with families; collects data and completes program reports as requested.
6. Participates in clinical supervision, if required; participates in case review, team meetings and supervisory meetings.
7. Supervises and regularly meets with Whole Family Coaches to provide support and guidance on the implementation of Family-Centered Coaching best practices.
8. Ensures that the data management system is up to date and that data systems reflect high-quality documentation.
9. Acts as a liaison between Children’s Services and YCCAC by providing up to date data on shared outcomes and reporting.
10. Assists in completing intake applications for Head Start and also assists with recruitment, as assigned by the Family Engagement/ERSEA Manager.
11. Engages in the collaborative partnership with education staff and families by establishing a mutual trust and understanding.

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12. Assists families in identifying and supporting families in defining and meeting goals, through the family partnership process.
13. Conducts at least two home visits per year, along with additional center/home visits – depending on families needs (per strength and needs assessment); documenting all visits into ChildPlus.
14. Supports families to meet all health requirements in the required timeframes.
15. Keeps supervisor informed of daily schedule.
16. Ensures documentation is up-to-date and accurate.
17. Utilizes the ChildPlus database as directed by program managers.
18. Assists in keeping common areas and equipment neat and clean.
19. Participates at In-Service trainings and Family Engagement Meetings.
20. Attends regular Family Development/Case Review meetings with teachers, coordinators and other team members.
21. Attends local trainings, meetings, and events when directed by Family Engagement/ERSEA Manager.
22. Ensures that family services are provided in the primary language of the family.
   Requests interpretation and translation services in a timely manner and according to program procedures.
23. Is consistently punctual and dependable in attendance.
24. Maintains a professional level of confidentiality in regards to children, families, and staff.
25. Adheres to all program policies and Code of Conduct.
26. Performs other duties as assigned by the Family Engagement/ERSEA Manager.
27. Performs other duties as assigned, or as necessary to fulfill the position.

In order to meet the needs of families and the program, staff must be available in the evenings for parent meetings, recruitment efforts, home visits, etc., as necessary.

In order to meet the Head Start mandates for the completion of program requirements, staff will be responsible for transporting children and families to appointments and meetings in an agency vehicle after all other resources have been exhausted.

Staff must show proof of a valid license and insurance annually.

QUALIFICATIONS:
1. The Lead Whole Family Coach must have a Bachelor’s Degree in Social Work or related field, along with prior family service or case management experience. A Licensed Social Worker is preferred.
3. At least three years of experience working in the field of a social service-based program is desired.
4. This person should have fundamental skills in interpersonal relationships and knowledge of service delivery systems.
5. This position requires an open, warm, caring and accepting person with leadership qualities, and the ability to work cooperatively as a team member.
6. The Lead Whole Family Coach must be willing to travel and have own vehicle.
7. He / She must pass the required physical, be able to lift a child if necessary (approximately 40 pounds), and be capable of physically bending to a child’s level.
8. Must not have an active record on the System for Award Management (SAM) website.
Staff is responsible for welcoming parent and community volunteers to bolster partnerships and In-Kind donations, all staff are responsible for initiating and documenting donations.

Qualifications and responsibilities are essential functions of the job. Essential functions (EF) are the work tasks that employers do not have to change when making reasonable accommodations.

Responsibility for Safety and Health:
1. Follow established standard and safety precautions in the performance of all duties.
2. Report to the Facilities Manager any hazardous condition or equipment immediately.
3. Attend required safety trainings.

Physical Requirement:

Physical Essential Functions of the position

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<tr>
<th>Activity</th>
<th>Bending</th>
<th>Carrying</th>
<th>Driving</th>
<th>Handling</th>
<th>Hearing</th>
<th>Keyboarding</th>
<th>Kneeling</th>
<th>Reaching</th>
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<td>F</td>
<td>N (Not applicable)</td>
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<tr>
<td>অস্ত্রপোষণ</td>
<td>O</td>
<td>O (Occasionally) on/off up to 3 hrs. per day</td>
<td>O</td>
<td>C (Constantly) all the time, over 6 hrs. per day</td>
<td>F (Frequently) on/off up to 6 hrs. per day</td>
<td>40 lbs. or less</td>
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No job description can define completely all aspects of a particular position. This job description in no way states or implies that these are the only duties that you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of the position.

I will obtain an initial health examination upon an offer of employment that includes a screening for Tuberculosis. Employee is responsible to have a physical every other year at own expense and on own time. A physical form provided by the Central Office must be filled out and signed by the physician, then returned to the Health and Nutrition Manager. I will ensure that I receive periodic re-examinations and/or screenings as recommended by my health care provider.

In addition, as required by state licensing, for staff born after 1956, the facility shall obtain and have available a Certificate of Immunization for measles, mumps, rubella, tetanus and diphtheria. A laboratory blood test proving immunity may also be accepted. Documentation of immunity against measles, mumps, and rubella is not required for staff born prior to 1957. No person shall be required to provide such documentation if she/he provides in writing the opposition for sincere religious reasons or philosophical reasons or provides written documentation from a physician that such immunization is medically inadvisable.

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of LEAD WHOLE FAMILY COACH and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

I further understand that my employment is at-will. I understand that my employment may be terminated at-will by the facility or myself with or without notice. I further understand that should
I desire to resign a two (2) week notice is necessary, and that failure to work through that notice would lead to a loss of eligibility for rehire at York County Community Action Corporation.

I certify that I have read and received a copy of the job description for the Family coach. I understand that this job description may change at management’s discretion. I meet the required qualifications for this job and can perform the essential functions, with or without, reasonable accommodation. I understand the duties and agree to carry out these responsibilities as presented.

___________________________________
Employee (print) name

___________________________________
Employee’ Signature

Date

I have thoroughly discussed the job description and expectations of this position with the employee whose signature appears above.

___________________________________
Supervisor’s Signature

Date