Dane County Parent Council, Inc.

JOB DESCRIPTION

Position Title: Family Outreach Worker - Bilingual

Reports To: Family Outreach Supervisor

Date Updated/Reviewed: February 2016

Summary: The Family Outreach Worker will assume a lead role in implementing the social service work plan by providing ongoing comprehensive support and case management services to assigned families that promote family wellbeing, self-sufficiency, and social competency. Responsible for providing services to community and individuals to help improve their quality of life.

Qualifications / Requirements:

- Develop and maintain effective working relationships with assigned families that demonstrate respect and understanding
- Contact each family on a monthly basis to follow-up on progress on goals, offer services, and provide connection to the program
- Work with families to develop Family Partnership Agreements that identify strengths, goals, and needed resources
- Provide resources and referrals to families related to housing, employment, and financial literacy services
- Work with families to strengthen and enhance parent-child relationships through workshops, Family Fun Night Events, and home visits
- Assist with improving parents' involvement with their child’s education and assist parents with employment goals
- Candidates must be fluent in English and Spanish
- Associate’s or Bachelor’s degree in Social Work or related Human Service field with a minimum of 1 year of experience or extensive experience working with low-income, multicultural families
- Demonstrated leadership, organizational and team work skills
- Experience working with high-risk families in a multicultural setting is preferred
- Experience in organizing and facilitating meetings and family gatherings
- Experience in identifying needs and providing referrals to other community resources
- Possess a valid driver’s license and motor vehicle
- Driving Record that per Licensing requirements does not pose a threat to children that may be in vehicle with the FOW
- Adequate liability insurance as required by the agency
  - $100,000 Bodily Injury per person
  - $300,000 Bodily Injury per accident
  - $50,000 Property Damage per accident
- Successfully pass Caregiver Background Check prior to employment and a physical examination including TB test verifying employee is free of communicable diseases and physical ability to perform job responsibilities

NOTE: Employment with Dane County Parent Council is contingent upon successful completion of the Caregiver Background Check prior to employment and a physical examination including TB test verifying employee is free of communicable diseases and physical ability to perform job responsibilities

Physical Demands: Primarily active work; occasionally lifting up to 50 lbs as needed

Physical Activity: Bending, stooping, kneeling, sitting on floor, walking / transporting, fingering, handling, feeling, reaching, climbing, balancing, crouching, crawling, talking and speaking clearly, hearing conversation level, tasting, smelling and seeing

Work Environment: Performs home visits in a variety of locations, periodically will also be in a classroom setting, must have the ability to operate a motor vehicle and travel to various sites for meetings

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Personal / Physiological: Frequent significant decisions to assure development progress of children and families; ability to respond to an emergency or a crisis situation appropriately

(For more information about physical demands and activities, work environment / conditions, and personal / physiological demands, please see Human Resources.)

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.

Position Specific Performance Standards:

- Outreach workers work with families and communities to comply with their basic needs, keep records of their community and client that they serve, review records, talk to family members, caregivers or medical personnel in order to provide accurate information about their clients or community.
  - An outreach worker’s job includes overseeing programs, workshops, volunteers and staff members with a focus on frequent interaction with their community members using programming in first hand delivery
  - Demonstrated knowledge / skill in performing the following activities:
    - Assessing family needs, setting goals and developing plans of action
    - Providing case management, referral and support services to families
    - Facilitating support, educational and / or planning groups
    - Promoting community development, organization or advocacy work on behalf of low-income families
  - Conduct a minimum of 3 home visits per year with each assigned family
  - Contact each family on a monthly basis to follow-up on progress on goals, offer services, and provide connection to the program
  - Work with families to develop Family Partnership Agreements that identify strengths, goals, and needed resources
  - Provide resources and referrals to families related to housing, employment, and financial literacy services
  - Work with families to strengthen and enhance parent-child relationships through workshops, Family Fun Night Events, and home visits
  - Encourage parents to volunteer in the classroom, offer feedback to learning opportunities, and work with their child at home to enhance their expertise and role as educators
  - Assist Early Head Start families in understanding the transition to Head Start
  - Assist all families in transitioning to kindergarten and understanding the differences between Head Start and the public schools
  - Encourage and facilitate parent connections to one another through Family Fun Night events, parent workshops, and opportunities to work together to support the program
  - Encourage the development of leadership skills through PAC positions as well as supporting parent participation in HSPC
  - Support parents of children with disabilities in advocating for their rights under the IDEA
  - Assist families in scheduling, attending, and following-up on any needed medical and dental treatment for their enrolled child(ren)
  - Ensure compliance with Head Start Performance Standards as it relates to health screenings including medical, dental, height/weight, vision, hearing, and social-emotional screening
  - Complete enrollment paperwork with assigned families
  - Actively participate in recruitment opportunities to ensure that programs remain fully enrolled
  - Work closely with classroom and program staff to ensure seamless, coordinated services to children and families
  - Ride the school bus a minimum of 1 time per week per assigned classroom
  - Spend 1 hour per week per assigned classroom with the children in their daily activities
  - Participate in professional development opportunities including agency trainings to further knowledge and expertise in serving low-income children and families
  - Keep and maintain accurate records and documentation of all services provided
  - Maintain confidentiality of all information related to children and families in accordance with agency policies.
Social Emotional Development
- Provide emotional support for their clients and help them in finding their support groups and any other activities that may provide their needs.
- Work with neighborhood/community groups to promote increased awareness of Head Start, advocate for and coordinate services for children and families.
- Work with agency staff and community resources to ensure a coordinated team approach for children and families with multiple needs and providers.
- Refer families to community resources focused on Adult Basic Education, GED, English as a Second Language, AA and BA degree programs as appropriate.
- Develop and maintain effective working relationships with assigned families that demonstrate respect and understanding.

Agency Wide Performance Factors:
Communication (Oral and Written)
- Relays information to supervisors, peers, employees, volunteers, collaborative partners, parents and community in a clear, timely, concise, accurate, thorough, and respectful manner both verbally and in written form.
- Demonstrates effective listening skills and makes productive use of the information.
- Communicates openly.
  - Participates actively in meetings; makes meaningful contributions.

Working Collaboratively
- Supports agency goals, initiative, mission, values and vision.
- Supports Trauma-Informed Care (TIC) Values: Safety, Trustworthiness, Choice, Collaboration; and Empowerment.
- Shares appropriate information with team members and administration.

Professional Behavior/Judgment/Initiative/Confidentiality
- Maintains a positive and professional attitude and approachable style while interacting with others.
  - Polite, courteous, well-spoken when representing agency on and off the work site. Follows dress requirements for work.
- Anticipates potential problems and takes preventative measures before they occur and consistently applies sound problem-solving skills.
- Seeks out new assignments, suggests usable ideas, methods, techniques, and works effectively without supervision.
- Maintains confidentiality of all agency information, including information relative to children, families, and staff.

Work Quality/Productivity/Results
- Results oriented: Effectively sets goals and achieves high performance by using required levels of knowledge and skill for successful performance outcomes.
- Demonstrates productive and accurate work while meeting deadlines and assures the same of direct reports.
- Uses time management skills effectively.
- Demonstrates problem solving ability resulting in positive suggestions for improvement.

Interactions with others/Teamwork
- Sets a positive example for the team; motivates others; creates enthusiasm for team effort.
- Promotes, models and maintains respectful working relationships with supervisor, team, other staff, parents and community.
- Promotes and provides leadership toward a quality, healthy, creative, nurturing environment for children, families and staff that models dignity and respect.
- Models, promotes and exhibits a positive and cooperative attitude; sets a model for teamwork that encourages common goals.
- Listens reflectively and accepts suggestions willingly.
- Supports for success and encourages the efforts and achievement of others.
▪ Demonstrates shared responsibility for agency and departmental issues – jumps in and helps out as needed
▪ Promotes, models and maintains an approachable manner that encourages interactions with others
▪ Effectively builds the team, promoting strong working relationships
▪ Focuses on the greater good of the organization
▪ Collaborates effectively with others
▪ Exhibits an ability to adapt to change

Accountability
▪ Completes Job Description duties and understands the expected results to be achieved
▪ Meets commitments, gives and seeks feedback, takes responsibility for actions
▪ Completes and maintains required recordkeeping on a timely basis
▪ Arrives and is ready for work and appointments on time
▪ Routinely checks agency e-mails, voicemail and written correspondence and responds in an appropriate and timely manner
▪ Takes responsibility for professional growth, development, and continued education
▪ Complies with agency policies, procedures, and other local, state, and national requirements
▪ Assures safety and security practices and procedures are followed

This position description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills or efforts associated with the position. It is intended to be an accurate reflection of principal job elements.

(This job description is subject to approval by the Dane County Parent Council, Inc. Board of Directors.)

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Employee Signature                                            Date