Dane County Parent Council, Inc.

JOB DESCRIPTION

Position Title: Bilingual Family Outreach Worker
Reports To: Teacher, Teacher Director, or Site Director
Date Updated: August 2006

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 positive family development / self-sufficiency and social competency.

Qualifications / Requirements:

- Associate’s or Bachelor’s degree in Social Work or related Human Service field with a minimum of 1 year of experience or 2 years of experience working with low-income, multicultural families or extensive work experience working with low-income, multicultural families
- Demonstrated leadership, organizational and team work skills
- 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
- Must be bilingual in Spanish or Hmong
- Experience working with high-risk families in a multicultural setting is a plus
- Experience in organizing and facilitating meetings and family gatherings
- Experience in identifying possible needs and referring families to specialized services in the areas of AODA, adult education / literacy, employability, parenting or mental health / outpatient counseling
- Successfully pass the Caregiver Background Check
- Possess a valid driver’s license, motor vehicle and adequate liability insurance as required by the agency
- Successfully pass a physical examination that verifies the employee is free from communicable diseases and is physically able to perform required 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: Work performs home visits in a variety of locations, periodically will also be in a classroom setting and must have the ability to operate a motor vehicle and travel to various sites for meetings
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 classifies; it is not intended to serve as an inclusive list of all responsibilities associated with this position.

Position Responsibilities: All staff members are accountable for knowing and performing the responsibilities associated with their individual position in an efficient and effective manner, understanding that each of us plays an integral role in the success of our mission. The Bilingual Family Outreach Worker will support the agency mission, vision and strategic directions and support administrative decisions. The Bilingual Family Outreach Worker will...
Outreach Worker will maintain a positive work atmosphere by behaving and communicating in a manner so that they get along with children, families, coworkers, supervisors and the public while achieving performance expectations.

- Conduct family needs assessments and assist families in developing goals that effectively address needs and strengthen the parent/child relationship and self-sufficiency / social competency
- Work with families to develop a feasible plan of action for attaining goals and ensure that they receive needed services via direct services such as ongoing support, in-house references, and problem solving
- Maintain documentation for family files and submit records as required
- Develop and maintain effective working relationships with assigned families that support the primary goals of self-sufficiency, social competency and strengthening parenting skills
- Act as an advocate for families within the community to address barriers that may interfere with progress
- Assist families in accomplishing program objectives, including child health and attendance requirements
- Promote parent involvement in Head Start through providing information on its importance and benefits for their child, themselves and the agency
- Assist parents in taking advantage of the various parent involvement opportunities as they relate to their interests, needs and goals
- Assist in the development and facilitation of parent groups that effectively meet federal performance standards and provide opportunities for parent and family growth
- Assist in the implementation of agency wide special events and trainings provided for the parents, children and families
- Work with neighborhood / community groups to promote increased awareness of Head Start, advocate for and coordinate needed services and provide support for community development activities
- Work with staff and community agencies to ensure a coordinated team approach to service delivery by maintaining ongoing communication, attending program service coordination and community in-house case management meetings
- Collect co-pays from parents, write receipts and record information on computer as needed (full-year programs only)
- Accompany and deliver children on bus routes to their homes (part-year programs only)
- Assist Teacher with classroom activities such as DIALS, heights, weights and visions and record program attendance as assigned
- Assist in the classroom when needed
- Transport children to and from health and / or dental appointments (with or without family members)

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.)

___________________________________  ________________
Employee Signature  Date