

# Oregon Child Development Coalition

## JOB DESCRIPTION

<b>Position Title:</b>	Family and Health Services Supervisor I, II, III
<b>2008 Pilot:</b>	Malheur, Polk, Umatilla and Washington (As approved by HR-Central Office)
<b>Wage/Hour/Status:</b>	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
<b>Pay Grade:</b>	13, 14, and 15
<b>Reports to:</b>	Program Director
 <i>Employee's signature of acknowledgment and understanding of this document:</i>	
<hr/>	
<i>Name</i>	<i>Date</i>

### **Position Summary:**

Manages the implementation and compliance of Agency policies, systems, and procedures in the Head Start program areas of Family and Health Services

### **Essential Functions:**

*Regular and consistent attendance is an essential function of this position.*

#### **1. Ensures compliance with Head Start Performance Standards, CCD Regulations and OCDC Practice Guidelines and component work plans by:**

- Planning, monitoring, and implementing case management to ensure compliance of the Family and Health Services area.
- Maintaining organized, complete and accurate records, forms and family files
- Monitoring the delivery of services in the area of family and health services to meet family's needs.
- Reviewing all health histories utilizing the Child Health and Development Information (CHADI) form and initiating referrals and/or follow-ups.
- Monitor and utilize a case management tracking system (STATUS, SAMOA and OCDC work plan systems) ensuring compliance with Head Start Performance Standards, CCD Regulations and OCDC Guidelines for family and health services to include PIR.
- Monitoring all Family Needs Assessments to ensure timely delivery of services.
- Ensuring that service area meetings take place as required by Agency guidelines.
- Ensuring home visits for families meet OCDC guidelines.
- Ensuring community resource information is available to Family Advocacy Workers to distribute to parents as needed.
- Ensure the implementation of the OCDC process for Reporting Child Abuse and Neglect.

**2. Ensures quality services to families by:**

- Establishing resources in the areas of family and health services and through partnerships with local agencies.
- Assessing family needs in the area of health and wellness.
- Developing plans of action in collaboration with other service areas that includes exploring options, setting goals with families, and ensuring that referrals are completed.
- Ensure that families and children are linked to medical home for preventive and acute care health and dental services.
- Ensuring all children receive medical, dental, and nutrition screenings according to OCDC Practice Guidelines to meet Early and Periodic Screening, Diagnosis, and Treatment (EPSDT).
- Informing parents of medication administration guidelines, accident protocols, and the OCDC sick child exclusion policy.
- Encourage parents to become advocates in their child's health and wellness, promotion and injury prevention.
- Encourage parents to attend OCDC and local community meetings.
- Planning and/or conducting family health and wellness education programs for parents
- Including family and health services information in each monthly newsletter.
- Providing translation as necessary.
- Ensuring the establishment of literacy and educational resources for parents.

**3. Advocates for Head Start families by:**

- Becoming involved in local agency committees, boards, etc.
- Providing training for all staff on their responsibilities in the area of family health and wellness.
- Collaborating with agencies to obtain services that will better support families and to foster an understanding of agency mission and program services.
- Coordinating the organization of local Health Services Advisory Committee (HSAC) meetings.
- Establishing access to preventive and acute care health services in the community through contracts and interagency agreements.
- Referring families to medical and dental insurance programs and other funding resources for the purchase of health services.
- Participating in statewide family and health service component meetings and training.

**4. Maintains program staff performance results by:**

- Supervising Family Service Workers and Health Assistants.
- Planning, monitoring, and appraising job performance according to OCDC policies and procedures.
- Coaching, counseling, and disciplining employees according to OCDC policies and procedures.
- Identifying career development and training needs.
- Coordinating training staff on Head Start performance standards, OCDC Practice Guidelines and OCDC work plan.

- Coordinating training and technical assistance for staff regarding health and safety policies and practices, pediatric preventive health care, and illness management.
- Reviewing and authorizing staff time records and overtime to ensure compliance with Agency policies and procedures in regards to wage and hour laws and regulations.
- Ensuring compliance with agency occupational safety and health standards.

**5. Coordinate and/or provide family and health services training and technical assistance to staff:**

- Planning and/or conducting trainings for all staff in the area of occupational health, safety and sanitation requirements to include OSHA requirements.
- Coordinating and, if qualified, providing First Aid and CPR classes. May need to hire/obtain outside support for First Aid and CPR classes.
- Providing technical assistance to all staff regarding safety and sanitation guidelines set by OCDC Health Services Advisory Committee and Head Start Performance Standards
- Conducting trainings in back safety, hand washing, diaper changing, blood-borne pathogens, and other health and safety related topics.
- Assisting teaching staff in implementing a health education curriculum in their classroom.
- Facilitate the training for all staff and parents to participate in OCDC Recognizing and Reporting Child Abuse and Neglect.
- Provide training for all staff on their responsibilities in the parent involvement.

**6. Contribute to team effort by:**

- Being a participant on the county management team.
- Participating in gathering and compiling Community Needs Assessment (C.N.A.)
- Completing monthly reports.
- Providing positive and constructive input in meetings, reports, budgets, and planning.
- Participating in county planning and program reviews through a Program Review Instrument for Systems Monitoring (PRISM) audit.
- Establishing open, positive communication and interaction with all staff.
- Assisting county service teams on the planning and the implementation of in-service training.
- Fostering an understanding of Head Start, its mission, goals, objectives, and program services.

**7. Maintains confidence and protects agency operations by:**

- Keeping information confidential in compliance with OCDC policy and procedures.

**8. Provides emergency services as an Mandatory First Responder by:**

- Responding to child/adult emergencies by using First Aid and CPR skills.
- Contacting appropriate medical personnel.
- Ensuring documentation related to incident is completed.
- Participating in fire drills and assisting in the evacuation of the children.

**9. Continually applies safety practices in all facets of the performance of duties by:**

- Complying with Agency safety standards.
- Supporting participation of a safe environment.
- Immediately reporting any unsafe or hazardous working conditions and/or any injury.
- Collaborating with management staff for the prompt completion of injury investigations, corrective actions, and inspections as required.

**10. Other responsibilities:**

- Performing other work related or assigned duties.

**Organizational Relations:**

This position is required to work closely with the Program Manager, County Management Team, Central Office Staff including Family and Health Services Specialists, and other program component areas to provide integration of services to children and families,

**Education and Job Requirements:**

BA/BS degree in a Health or Social Science related field **OR** possess a Registered Nurse License (RN) **AND** a minimum of two years of related experience or training, **OR** AA/AS degree in a Health or Social Science or related field with at least four years related experience in the medical/health or social service field.

**Other Job Requirements:**

1. Demonstrated knowledge of local care system.
2. Possess current First Aid and CPR cards with infant/child CPR.
3. Ability to travel occasionally.
4. Ability to pass agency sponsored physical examination.
5. This position is an authorized driver and must possess current driver's license, good driving record, and auto insurance coverage as defined by OCDC Policy.
6. Ability to relate positively to children and adults.
7. Must be enrolled in Oregon Criminal History Registry.
8. Must maintain any current medical licensing.

**Other Skill Requirements:**

1. Bilingual in English/Spanish preferred. **Bilingual fluency may be required at some work sites.**
2. Must have ability to operate computers and possess basic knowledge of MS Windows, Microsoft Word and other software
3. Excellent supervision, managerial, and organizational skills
4. Excellent communication skills.
5. Effective training/development skills.
6. Must perform duties with moderate direction given, operating from established directions and instructions. Decisions are made with general agency policy constraints, but occasionally requires independent decision making.

### **Physical Requirements of the Job:**

Please see attached Physical Job Analysis.

### **Job Conditions:**

May work outdoors intermittently with exposure to typical Oregon weather. There may be frequent interruptions, working alone, evening or weekend work, and working long hours during peak periods.

Tier I Counties have a combination of programs serving up to 129 children.

Tier II Counties have a combination of programs serving 130 to 299 children.

Tier III Counties have a combination of programs serving over 300 children.

### **Mental Requirements of the Job:**

Continual interaction with co-workers, parents, and children to provide information. Frequently faces deadlines with attention to detail. Must gather and analyze data and regulatory material and make presentations to local staff and outside agencies. Considerable amount of variable levels of concentration with frequent or constant interruptions. Ability to work in an environment with workplace pressure during specific period of time. Must be able to handle multi-faceted tasks on a frequent basis.

***This agency believes that each employee makes a significant contribution to our success. This job description in no way implies that these are the only duties to be performed by the employee. At all times, employees will be required to follow any instruction and to perform any other duties within this or a lower job level upon the request of the supervisor. At times, employees may also be required to perform higher level duties***