



## Rural Alaska Community Action Program, Inc. JOB DESCRIPTION

**Job Title:** Family Services/Health Coordinator **Class:** Nonexempt  
**Department:** Head Start **Range:** 14  
**Division:** Child Development **Supervisor:** Head Start Services Supervisor

**JOB SUMMARY:** Responsible for ensuring all family and health/nutrition service related tasks for assigned Head Start programs serving children birth to 5 years of age are carried out. Design, implement, and monitor systems to ensure compliance with all related Head Start Performance Standards and other applicable federal and state regulations. Provide child health and family services leadership, training, and technical assistance to staff and parents.

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*This job description in no way implies that these are the only duties to be performed by the employee. Employees may be required to perform any other duties within this or a lower level job upon request of the immediate department or division supervisor. To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions (please refer to the Human Resources Department for any reasonable accommodations.)*

### **ESSENTIAL FUNCTIONS, DUTIES AND RESPONSIBILITIES:**

1. Compose, revise, and implement all applicable-sections of the integrated Policies and Procedures and Work Plan in conjunction with all components and other Family/Health Coordinators ensuring Head Start Performance Standards and all other relevant federal and state regulations are met.
2. Trains or arranges for training for site staff and parents in the areas of Family Services, ERSEA and Health/Nutrition.
3. Assists and supports assigned site staff in addressing attendance issues, and developing and maintaining a local plan of effective quality family and wellness services to meet individual family needs including assessments and follow-up.
4. Assists staff in developing and maintaining a local plan of service for health, nutrition, dental screenings and services, and immunization for enrolled children and their families, including treatment and follow-up as needed. Act as a liaison to health care providers to ensure all required screenings and services are provided.
5. Works with Site Staff to ensure parents receive training in Parent Committee responsibilities, hold regular monthly meetings, and that the Regional Representative takes pertinent information to the regional meetings.

6. Establishes and maintains partnerships with applicable federal, state, regional and community resources to collaborate and advocate for responsive and effective services for children and families. Keep site staff up-to-date on any changes in the fields of Family Services, pediatric health and nutrition.
7. Completes written reports timely and accurately, and submit necessary information to complete all other required program reporting as requested.
8. Partners with designated site staff and utilize the Child Plus database to ensure that families are receiving the resources and referrals to other agencies that they require.
9. Partners with local clinics/regional health corporations to ensure Head Start children are up to date on their EPSDT schedule and having their health and nutrition needs met.

**OTHER RESPONSIBILITIES:**

1. Develops Memorandums of Agreement as appropriate and ensure that Head Start's responsibilities are met.
2. Participates in all appropriate training functions: developing and leading workshops, presenting at conferences, etc.
3. Participates in weekly staff meetings, regular supervisory meetings and all required trainings.
4. Participates in the Health Advisory Committee, soliciting advice and advocating for effective quality services for children and families.
5. Performs other duties as assigned.

**WORK ACTIVITIES:**

1. Develops and maintains constructive and cooperative working relationships staff, organizations, agencies, and families which support the goals of the Child Development Division programs.
2. Instructs, coaches, mentors, or otherwise helps others to improve their knowledge or skills.
3. Develops specific goals and plans to prioritize, organize, and accomplish work.
4. Performs day-to-day administrative tasks such as maintaining files and processing information and paperwork and uses computers and computer systems effectively to enter data, create spreadsheets and to develop documents, program, and training materials.
5. Uses relevant information and individual judgment to determine whether events or processes comply with current program standards, laws, or regulations.
6. Communicates with supervisors, co-workers, site staff, and people outside the organization, representing the organization to customers, the public, government, and other external sources in person, in writing, or by telephone or e-mail.

**COMPETENCIES, SKILLS, AND ABILITIES:**

1. Listens to, reads, and comprehend information and ideas presented, taking time to understand the points being made and asking questions as appropriate and follow established policies and procedures.
2. Ability to interpret and apply state and federal statues' and regulations, and agency policies and procedures.

3. Ability to read, comprehend, and follow established policies and procedures.
4. Communicates effectively orally and in writing as appropriate for the needs of a diverse audience
5. Ability to select and use training/instructional methods and procedures appropriate for the situation.
6. Possesses judgment and decision making abilities to evaluate the relative costs and benefits of potential actions to choose the most appropriate one.
7. Ability to establish excellent rapport with people of diverse cultures and belief systems.
8. Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
9. Observes, receives, and otherwise obtains information from all relevant sources and translates or explains what that information means and how it can be used.
10. Ability to appropriately handle sensitive situations that involve children and families.
11. Must have the ability to operate the following equipment: desktop computer, telephone, copier, PC printer, and fax machine.

**WORK ENVIRONMENT/JOB CONDITIONS:**

1. Daily use of computer and phones.
2. General office environment, shared office space.
3. Able to endure and balance work fluctuations, deadlines, and interruptions; must be able to work weekends, and long hours during occasional peak work periods.
4. Frequent travel to and in rural Alaskan communities by small plane and alternate ground transportation and in Arctic cold climates.
5. Able to sleep on floor in communities where no other lodging is available.
6. Ability to carry out job responsibilities in rural areas without, or with limited, running water and sewer systems.
7. Agency is a mandated tobacco, drug and alcohol free workplace.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

1. While performing the duties of this job, the employee is regularly to grasp, type, see, talk, hear, and lift and carry 35 pounds of weight by utilizing proper lifting techniques and working in a safe manner. This position will also be performing physical activities such as climbing, lifting, balancing, walking, stooping, bending, and handling materials.
2. Occasional performs sedentary activities that require sitting for long periods and repetitive use of hands, wrists and arms for handling, positioning, moving materials, and manipulating things.

3. Must be in good general health and free from serious physical, mental health and/or substance abuse problems.

**POSITION TYPE/EXPECTED HOURS OF WORK:**

This is a full-time position. Days and hours of work are Monday through Friday, 8 a.m. to 5 p.m. Occasional evening and weekend work may be required as job duties demand.

**TRAVEL:**

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.

**EMPLOYMENT REQUIREMENTS AND REQUIRED EDUCATION:**

1. Must be at least 18 years of age.
2. Must complete and maintain CPR and First Aid Training certification at employer's expense.
3. BA degree in a field related to human/family services plus two (2) years' experience; OR AA degree in a field related to human/family services plus three (3) years' experience or five (5) years equivalent qualifying experience
4. Knowledge of prenatal to 5 years of age growth and development, and health and nutrition issues.
5. Experience planning and administering program services for children and families; ability to work as a member of a team; assess the quality of services and develop program services.
6. Demonstrated effective oral, interpersonal, and written communication skills including giving and receiving feedback on quality of services.
7. Must provide a TB screening and basic physical exam within thirty (30) days of hire with follow-up every three (3) years at employee's expense.
8. Must pass state and federal background checks for convictions of violence and child abuse and/or neglect, including fingerprints.
9. Responsible work ethic with reliable attendance.
10. Must pursue an ongoing professional development plan including formal training certification or college degree as recommended by the program.
11. Must complete and document 15 hours of professional development training annually.
12. Proven ability and willingness to be self-directed in problem-solving and decision-making and perform basic assignment with little or no direct supervision while also working effectively as a team member.
13. Must demonstrate sound judgment, professional boundaries, and ethics as well as maintain confidentiality in working with partner agencies, other service providers, and diverse staff.
14. Knowledge of principles and processes for providing customer and personal services.
15. Knowledge of administrative and clerical procedures and systems such as managing files and records, designing forms, and other office procedures and terminology.
16. Effective organizational and time management skills to maintain daily work flow and meet project deadlines.
17. Knowledge of family development systems.

18. Responsible work ethic with reliable attendance.
19. Must keep all matters concerning participants in strictest confidence as required by HIPAA privacy and the 42 CFR, Part II confidentiality regulations.
20. Must be able to provide own transportation to meet work schedule requirements.
21. Demonstrated intermediate level of computer skills necessary in order to use and create documents and reports, spreadsheets, workshop materials and slide presentations, and to enter data into intricate database programs and proficient use of Microsoft Word, Excel, PowerPoint, Publisher, and Outlook.
22. Capable of reading, understanding, and following written procedures and policies related to job responsibilities.
23. Ability to manage work time well, prioritize and meet deadlines.
24. Demonstrated ability to work effectively in a team environment.

**PREFERRED EDUCATION AND EXPERIENCE:**

1. BA/BS degree plus two (2) years' professional work experience coordinating long-distance services to clients in rural settings.
2. Knowledge and experience in rural Alaskan life styles with strong competence in multi-cultural environments.
3. Demonstrated proficiency using MS Word, Excel, PowerPoint, Publisher, and Outlook.
4. Familiarity with Child Plus software.
5. Experience in providing adult training.
6. Knowledge and experience with Head Start.

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**EQUAL OPPORTUNITY STATEMENT (EEO)**

RurAL CAP is an Equal Opportunity Employer. Qualified applicants will receive consideration for employment without regard to race, color, sex, sexual orientation, gender identity, national origin, religion, disability, protected veteran status or any other legal protected status. EOE: M/F/D/V.

Please note: This job description is not designed to cover or contain comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation.

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Employee's signature below constitutes employee's understanding of the requirements, essential functions and duties of the position. RurAL CAP is an "at-will employer."

Employee Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

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**Created By:**

B. Klein

**Approved By:**

Department Manager: \_\_\_\_\_

Division Manager: \_\_\_\_\_

Human Resources Director: \_\_\_\_\_

Chief Executive Officer: \_\_\_\_\_

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**FOR HR AND PAYROLL ONLY**

<u>Work Comp</u>	<u>DOL Class</u>	<u>ESC Code</u>	<u>EEO Class</u>	<u>Area</u>
8742	Non-Exempt	211091	Prof	62