

# Dane County Parent Council, Inc.

## JOB DESCRIPTION

<b>Position Title:</b>	Bilingual Family Outreach Worker (Spanish)
<b>Reports To:</b>	Family Outreach Supervisor
<b>Date Updated/Reviewed:</b>	July 2014

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**Summary:** The Bilingual 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.

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### 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 extensive 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
- 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
- Bilingual with ability to translate/interpret verbally and in written form required for some placements
- 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
- Candidate must be fluent in English and Spanish

**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

**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.

## **Agency Wide Performance Factors:**

### **Communication (Oral and Written):**

- Relays information to employees, other staff, parents and community in a clear concise, accurate, thorough, and respectful manner both verbally and in written form
- Demonstrates effective listening skills and makes productive use of the information

### **Working Collaboratively**

- Supports agency goals, initiative, mission, values and vision
- 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**

- Uses required levels of knowledge and skill for successful job performance
- Demonstrates productive and accurate work while meeting deadlines
- Uses time management skills effectively
- Demonstrates problem solving ability resulting in positive suggestions for improvement.

### **Interactions with others/Teamwork**

- Maintains respectful working relationships with supervisor, team, other staff, parents and community
- Provides or contributes to a quality, healthy, creative, nurturing environment for children, families and staff that models dignity and respect
- Exhibits a positive and cooperative attitude
- Listens reflectively and accepts suggestions willingly
- Supports and encourages the efforts and achievement of others
- Shows joint responsibilities at center or in department – jumps in and helps out as needed.
- Maintains approachable manner that encourages interactions 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

## **Key Performance Factors for Family Outreach Workers:**

### **Direct Service to Children and Families**

- Develop and maintain effective working relationships with assigned families that demonstrate respect and understanding
- 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
- Refer families to community resources focused on Adult Basic Education, GED, English as a Second Language, AA and BA degree programs as appropriate
- 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
- 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

### **Compliance and Documentation**

- Ensure compliance with Head Start Performance Standards as it relates to health screenings including medical, dental, height/weight, vision, hearing, and social-emotional screening
- Assist families in scheduling, attending, and following-up on any needed medical and dental treatment for their enrolled child(ren)
- Complete enrollment paperwork with assigned families
- Keep and maintain accurate records and documentation of all contacts with families and services provided
- Maintain confidentiality of all information related to children and families in accordance with agency policies.

### **Community Partnerships and Service Coordination**

- Actively participate in recruitment opportunities to ensure that programs remain fully enrolled
- Work with neighborhood/community groups to promote increased awareness of Head Start, advocate for and coordinate services for children and families
- Work closely with classroom and program staff to ensure seamless, coordinated services to 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
- Participate in professional development opportunities including agency trainings to further knowledge and expertise in serving low-income children and families

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

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Date