



## Crystal Stairs, Inc.

### Improving the Lives of Families through *Child Care Services, Research, and Advocacy*

Crystal Stairs is committed to building and sustaining a diverse, fully vaccinated workforce and culture. As part of this commitment, Crystal Stairs does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status, in any of activities or operations.

#### **Head Start- Family Services Associate**

\$18.45-24.90/hour

**Locations: South LA and Compton areas**

#### **What We're Looking For:**

We are seeking a Family Services Associate who supports Head Start families in making choices and decisions, and taking actions that will improve the conditions and quality of life for all family members; creates opportunities for meaningful family engagement with Head Start for all families, uses a case management approach to share information with families regarding resources, program options, sources of professional and parental support, and ways of accessing resources within the community; recruits Head Start children, and links families with services such as health, disabilities, nutrition, social services/mental health, and family engagement services. The ideal candidate will support and coordinate program services in the following areas:

1. Implements the family needs assessment process, consolidates the results, develops appropriate recommendations in response to the expressed needs of families.
2. Conducts informational workshops, training programs, forums or seminars and initiates collaborative ventures with external social service agencies for children and families.
3. Networks with key community organizations and agencies to provide parent training in developing life skills, including parenting, income generation/entrepreneurship, improvement of communication skills, literacy, mental and physical health care, financial planning, and resolving conflicts or violence.
4. Recommends specific procedures for responding to emergency needs of families, works with existing community agencies and resources to design and implement an effective emergency needs response system.
5. Identifies and explores cooperative relationships community resources and agencies that provide employment/job skills training, job placement, on-the-job training opportunities, apprenticeships, and job preparation activities.
6. Coordinates with center staff to integrate family partnership/engagement goals with classroom efforts and to ensure integrated child and family curriculum.
7. Recruits prospective families and assists with enrollment process.
8. Conducts home visits to facilitate family plans, assists families in achieving identified goals and follow-up on referrals. Acts as a case manager and works cooperatively with local agencies to assist families to linkup with services in the local community.

9. Assists with the completion of the child health screening, other required screens and assessments and is familiar with referral requirements; participates in chart audits and child profile development
10. Promotes effective community support for families by coordination and advocacy for services with community agencies.
11. Coordinates and refers families to opportunities for continuing education, employment training and other employment services through formal or informal networking in the community.
12. Arranges for education and other appropriate intervention including opportunities for families to participate in counseling or to receive information on mental health, substance abuse, child abuse and neglect and domestic violence; Refers families for emergency or crisis assistance.
13. Attends parent/teacher conferences as needed and assists teaching staff with Parent Committee meetings, Family Nights, socializations and other parent activities.
14. Assists families in making the transition into and out of the Early Head Start/Head Start Program and into Kindergarten.
15. Documents efforts to assist families in identifying their strengths, needs and sufficiency goals. Performs data entry functions as necessary to keep files up-to-date with the use of database software system.
16. Tracks family partnership agreement efforts and outcomes. Documents efforts to support parents in establishing strong community ties, such as finding a "medical home."
17. Submits reports as needed and requested, such as monthly summary tracking reports, etc. Follows up with families to determine whether the kind, quality and timeliness of the services received through referral met the family's expectations and circumstances.
18. Maintains and provides accurate data for the annual Program Information Report (PIR).
19. Understands, generates and documents in-kind and other allowable costs applied toward the non-federal share requirement.
20. May be assigned to transfer at anytime to other sites based on program need.
21. Able to consistently meet attendance requirements.
22. Able to work harmoniously and productively with others.
23. Able to accept and implement constructive criticism.
24. Able to maintain professional demeanor in difficult situations.
25. Other duties as assigned.

**EXPERIENCE, KNOWLEDGE, SKILLS AND ABILITIES YOU SHOULD POSSESS:**

- BA/ BS degree or AA/ AS degree in social work, human services, liberal studies or related field required. Bilingual in English/Spanish is a plus.
- Expert in Microsoft Office computer skills required.
- Successfully completes and maintains Basic First Aid and CPR certification.
- Knowledge of Child Care Licensing Regulations and Head Start Performance Standards and best practices related to education and early childhood development, staffing and program options as well as services to children with disabilities.
- Knowledge of social service delivery, community resources, requirements and procedures.
- Knowledge of family dynamics, strategies for male involvement and family-centered practice.
- Knowledge of general business practices such as supervisory practices, administrative basics, general financials, and risk management.
- Knowledge of the immediate business communities and private industries
- Experience in community outreach, community health or family-focused intervention.
- Experience working or volunteering in social or community services required.
- Experience in planning and conducting workshops and training programs.
- Experience working in a multi-cultural and multi-ethnic setting.
- Must have the ability to know and implement Head Start Performance Standards, Child Care Licensing Regulations and agency policies and procedures
- Must have the ability to communicate, both oral and written, to individuals with diverse backgrounds

- Must have the ability to speak, read and write English well enough to understand and be understood by others; bilingual skills are helpful
- Must have the ability to work with low-income families and communities

#### **SPECIAL REQUIREMENTS:**

- Must possess a valid California driver's license, have use of a motor vehicle and provide evidence of automobile liability insurance. Must meet State health requirements, including TB clearance. Fingerprints must be on file with the Justice Department.

#### **Total Package of Benefits**

- Medical/ Dental/ Vision/ Life and Pet Insurance
- 401k Matching Options
- Flex Spending
- Pre-paid Legal Services
- Sick and Vacation Time
- Paid Holidays
- Opportunity for Growth and Development
- Robust Learning Management System offering the following continuing education units: PDC, HRCI, CEU, CPE, PDU, SHRM

Crystal Stairs, Inc. is committed to building and sustaining a fully vaccinated, diverse workforce and culture. As part of this commitment, Crystal Stairs, Inc. provides equal opportunity in all of our employment practices, including selection, hiring, promotion, transfer, and compensation, to all qualified applicants and employees without regard to race, color, medical condition as defined by state law, ancestry, religion, sex, national origin, age, marital status, sexual orientation, gender, ethnic group identification, mental or physical disability, pregnancy, childbirth and related medical conditions, or any other legally protected status.

Additional Requirements: Must be fully vaccinated and remain fully vaccinated against COVID-19. Per the CDC, fully vaccinated means at least 2 weeks after (1) a second dose in a 2-dose series, or (2) a single-dose vaccine, and this status and definition applies to COVID-19 vaccines currently authorized for emergency use or approved by the U.S. Food and Drug Administration.