



JOB TITLE:	Senior Family Service Worker (CSP - Child Signature Program)	STATUS:	Regular / Full Time / 45 weeks
SITE:	Hickory	FLSA Status:	Non-exempt
PROGRAM:	Head Start	EEOC Job Category:	Service Workers
SALARY RANGE:	\$15.15-\$18.00 per hour	SEIU Local 221 Union Position: Union Membership & Dues Applicable	
OPEN:	Opens in-house 2/06/15. Opens to the public 2/17/15.		

About MAAC

MAAC has recently emerged from a period of significant growth in its programs, budget and staff. MAAC now has an annual budget in excess of \$46 million and has over 550 employees.

MAAC's recently appointed President/CEO, Arnulfo Manriquez, is committed to developing a cohesive management team that will not only further embrace the value of MAAC as a single entity, but a team that will continuously build upon its current strengths to bring greater excellence to MAAC. One of his key initiatives will be to enable the organization to integrate all of its practices, programs and systems into a strong, comprehensive structure that will serve to support MAAC's mission, goals and objectives. MAAC is on the road to creating a culture of excellence. We hope you will consider applying for a position with MAAC to join us on our journey.

MAAC is a multi-purpose social service agency with a successful 45-year history of serving various communities throughout San Diego County. In 1965, MAAC opened its doors to serve San Diego's disadvantaged and now has centers strategically located as far south as San Ysidro and as far north as Camp Pendleton. One million clients later, MAAC is still acting as a catalyst to help individuals and families become self-sufficient. Serving approximately 35,000 individuals per year, MAAC provides a spectrum of unique programs designed to assist clients by engaging them in the enhancement of their own lives through lifestyle changes.

The programs strive to improve clients' economic standing as well as their ability to access resources available to them. Included among the many programs and services now offered are Head Start/First Start, two culturally specific recovery homes: Casa De Milagros and Nosotros, award-winning affordable housing complexes, community and workforce development programs, and a community charter school. MAAC's commitment to environmental sustainability carries the non-profit into the future with its low-income home weatherization and green jobs training programs. For more information, visit www.maacproject.org.

DEPARTMENT/PROGRAM DESCRIPTION

Head Start (HS) and Early Head Start (EHS) are comprehensive federally funded school-readiness programs for low-income and special needs children that promote parents as the primary educator of the child. MAAC currently serves over 2381 diverse, low-income children and their families in North County; the majority of the participating families are of Latino/Hispanic ethnicity. These programs ensure that children ages 0-3 (EHS) and 3-5 (HS) and their families are provided with comprehensive services to promote optimum physical, cognitive, social and emotional growth. MAAC's California State Preschool program provides educational and developmental services to qualifying children ages 3 to 5; parents are encouraged to participate with their children and to be involved in their children's development.

DEFINITION

Under supervision, the Senior Family Service Worker - CSP will develop and maintain relationships with families and ensure that they receive comprehensive services through their participation in the program. Comprehensive services include health and social services, disabilities, early childhood education and care

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services, and a range of parent development training opportunities at the site. The Senior Family Service Worker - CSP is also responsible for conducting community outreach efforts to identify and develop relationships with community-based organizations that provide other needed services to families. Incumbents will also be required to comply with all Head Start and CSP requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class. The Senior Family Service Worker – CSP will have a caseload of no more than 48 families.

- Develop and maintain meaningful, productive relationships with families
- Recruit and enroll families into the program
- Secure informed consent for family participation in program evaluation/research activities
- Conduct periodic home visits to assess family resources and needs
- Refer and link children and parents to needed services
- Maintain enrollment throughout the program year through various recruitment strategies
- Work in collaboration with other program staff and specialists to monitor, track, and coordinate services for children and parents
- Assist parents with understanding and implementing the Family Partnership Agreement in order to encourage and promote their overall development, including achievement of self-sufficiency, as well as positive developmental outcomes for their children in a timely manner
- Collaborate with staff to facilitate children's transitions
- Assist with outreach to families and recruitment of infants and children with disabilities into the program
- Assist in planning parent activities, encourage parent participation in program activities, and obtain feedback from parents regarding the level of satisfaction with the service they receive
- Ensure all activities are compliant with MAAC and all Head Start rules, regulations, and performance standards
- Serve to pilot technology resources for recordkeeping and reporting
- Collaborate with Mental Health Specialist or refer to specific resource agencies to ensure the health and nutrition needs of infants, children, and families are addressed
- Communicate with education and care staff regarding the infant/child's progress in the classroom
- In collaboration with the classroom teacher, implement protocols to follow up on absenteeism
- Attend trainings, conferences and meetings as required.
- Maintain records and document services in a timely manner
- Performs other related duties as assigned

QUALIFICATIONS AND SKILLS

Ability to:

- Establish supportive relationships with children and families from diverse backgrounds
- Work within an interdisciplinary team as a cooperative and supportive team member
- Manage work in an environment that can be interrupted by violence
- Utilize computers and other technology for recordkeeping and recording

Knowledge of:

- Community resources and capacity to develop community cooperation to ensure that families receive comprehensive services in a timely manner
- Current Head Start performance standards

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- Computer software including word processing, and databases such as Child Plus

Note: Submission of transcripts, certificates, diplomas, verification of work experience may be required for certain positions.

EDUCATION/EXPERIENCE/CERTIFICATION

The CSP grant requires the incumbent to have a Bachelors degree with a major in social work or a closely related field. Additional requirements include:

- Bilingual (English/Spanish) speaking, reading, and writing is required
- Two (2) years experience working with families in a community-based Head Start or family support/resource program preferred
- One (1) year experience working with children and families from culturally and linguistically diverse backgrounds
- CPR and Food-handlers certification is required within 6 months of employment

VALUE-BASED BEHAVIORS

- Listens attentively to others; asks clarifying questions to gain a better understanding of the other person's views and underlying assumptions
- Works effectively in a team environment and actively participates in joint problem solving; willingly cooperates with co-workers
- Identifies and takes advantage of opportunities for personal and professional development
- Attends work consistently and punctually arrives to meetings prepared and on time; honors work commitments; follows through on commitments; meets deadlines.
- Honors the private and confidential matters of co-workers. Protects the proprietary information of MAAC systems.
- Follows rules, regulations, and policies; positively contributes to implementing changes
- Deals with issues directly, in a respectful and timely manner. Focuses on resolving the issue while not criticizing the person

HEALTH STATUS

Must have a physical examination and TB clearance as required by state and federal regulations by a doctor/clinic designated by MAAC prior to the first day of employment.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this class, an employee is regularly required to stand, walk and sit, talk or hear both in person and by telephone; uses hands to finger, handle or feel objects or controls; reach with hands and arms. An employee also is regularly required to stoop, kneel, bend, crouch or crawl, climb or balance and lift up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, color vision and the ability to adjust focus.

Mental Demands:

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; observe and interpret people and situations; use basic math; learn and apply new information or skills; work under intensive deadlines and interact with MAAC management, administrators, staff, teachers, parents, family members, children and others encountered in the course of work.

BACKGROUND CLEARANCE

All positions are subject to a background/education check, DMV check, exclusion and debarment checks prior to hire and periodically throughout employment as required by various funding sources.

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Note: California Start law requires background criminal checks on anyone who works in a licensed childcare facility who is not a client must have or obtain a current criminal background check clearance, signed criminal record statement, and signed Acknowledgement to Report Child Abuse form prior to the first day of employment.

TRANSPORTATION

Must have and maintain a valid California Driver's License, daily use of a personal, insured vehicle, and have and maintain a motor vehicle driving record acceptable to MAAC's insurance carrier. Incumbents will be enrolled in the California DMV Pull Program.

UNION MEMBERSHIP

This position is represented by Service Employees International Union, Local 221, CTW. Dues/deductions begin after 30 days of employment.

HOW TO APPLY

Please download an application from the employment section of our website, www.maacproject.org and send the completed application via email to MAACHRrecruiter@maacproject.org with your resume and transcripts. You may also fax your documentation to (760) 471-3753 or submit your application materials in person to Human Resources located at the Head Start Administration Office, 800 Los Vallecitos Boulevard, Suite J, San Marcos, CA 92069.

Disclosure: The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained in this bulletin may be modified or revoked without notice.

In compliance with The Immigration Reform and Control Act of 1986 (IRCA), new employees are required to prove that they are legally entitled to work in the United States and must provide documents that establish both identity and employment eligibility as required for completion of the Employment Eligibility Verification form (Form I-9).

MAAC is a smoke and drug free workplace.

MAAC promotes a diverse workforce and is an Equal Opportunity Employer M/F/D/V.

Applicants with disabilities requiring special attention and/or interview arrangements should contact Human Resources.

MAAC Administrative Offices
1355 Third Ave., Chula Vista, CA 91911
(619) 426-3595 • HR Fax (619) 426-3443

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