



## FAMILY SERVICE WORKER I, II, III / Migrant

**Reports to:** Center Manager  
**Department:** Child & Family Services Programs  
**Classification:** Nonexempt

**Division:** Program Operations  
**Program:** Migrant Head Start  
**Grade:** 26, 27, 28

---

**The Mission of Tri-Valley Opportunity Council, Inc. is to “Improve the quality of life for people and communities by providing opportunities to meet their needs and realize their potential”.**

---

### **SUMMARY OF PRIMARY FUNCTION**

The Family Service Worker, at the local level, serves as the program recruiter, social services and parent involvement aide, child/family advocate, and primary liaison between families, the community, other service agencies. The Family Service Worker assists in assuring program goals are met and practices comply with Head Start Performance Standards and other program components.

### **ESSENTIAL FUNCTIONS**

#### ***Identification, Recruitment and Management***

1. Identifies, recruits, and enrolls eligible children/families in comprehensive child/family programs including Head Start, Migrant Child Care, and Migrant Education.
2. Proactively establishes contacts and connections with public and private community agencies to facilitate effective program operation and follow-up.
3. Enhances family/community awareness of the program through local advertising.
4. Contacts local growers and community agencies and secures their permission to recruit migrant children/families on their premises for the migrant education projects.
5. Explains to families the educational, health, nutritional, and social benefits of the program and informs them of their civil rights.
6. Requests and records information on all documentation necessary to certify eligibility.
7. Provides information to parents about the various program services and their child's program activities.
8. Provides appropriate translation/interpretation necessary for effective communication.
9. Collaborate directly with the Regional Recruiters from Minnesota to coordinate recruitment efforts for migrant and seasonal programs.

#### ***Resource Development***

1. Serves as the primary liaison between families, the community, other service agencies and the local project.
2. Acts as a direct communication link between the project and families.
3. Acts as a liaison/link between the school/community and the community/migrant/low income population.
4. Provides communication and coordination with families, growers and public/private community agencies to disseminate all program information, which relates to or involves the families.
5. Proactively identifies, recruits, and enrolls eligible children with disabilities in available Head Start, Child Care and K-12 Migrant Education Programs.
6. Serves as liaison between Center staff and the family of a child with a suspected/diagnosed disability throughout the process of identification and diagnosis of the disability, local service planning, implementation and follow-up.
7. Develops/ updates community resource directory to provide for families.

#### ***Parental and Family Involvement***

1. Assists parents in their involvement in school programs.
2. Assists parents in recognizing their influence on their child's health and development.
3. Assists in the planning and implementation of local parent governance activities. This should include attendance of its meetings, ensuring that minutes are taken, notifying parents of the meetings, and encouraging parental participation.
4. Assists in the planning and implementation of local parent training activities.
5. Assists in identifying family needs and makes referrals as appropriate to meet needs.
6. Provides appropriate translation/interpretation necessary for effective communication.

#### ***Communication and Training***

1. Assists the local management/supervisory, educational, and health staff in effectively meeting child and family needs.
2. Assists the education and health staff in the identification of special child and family needs and works with the entire staffing planning educational and support programs that appropriately meet these specific needs.

3. Assists the educational and health staff in scheduling/conducting home visits.
4. Assists educational and health staff in providing parents with information regarding the child's health and educational activities, attendance, and progress.

#### ***Miscellaneous***

1. Performs other duties and takes on additional responsibilities as directed by supervisor.

#### **ESSENTIAL COMPETENCIES, SKILLS AND ABILITIES**

1. Regularly attends work on time as scheduled. Contacts supervisor/designee when delayed, sick or otherwise unable to be at work as scheduled, as defined by direct supervisor.
2. Is knowledgeable of and complies with Tri-Valley and program policies and procedures and applicable laws and regulations.
3. Displays a positive, professional and respectful demeanor at all times toward employees, peers, professional contacts, parents and clients served, maintaining a professional appearance and positive company image.
4. Conducts self in respectful, cooperative manner when interacting with clients, co-workers and others, and constructively represents Tri-Valley and its programs.
5. Maintains a professional appearance and provides a positive company image within Tri-Valley, customer base and the public.
6. Promotes positive employee interaction, maintains open communication with other programs/departments at Tri-Valley to maintain a high level of knowledge regarding Tri-Valley's programs, goals and philosophy.
7. Respects the privacy of others by appropriately utilizing and protecting confidential or otherwise privileged information.
8. Ability to work independently, with minimal supervision, as well as work within a team environment. Demonstrates teamwork by cooperating with and assisting co-workers as needed.
9. Ability to follow through to completion with strong attention to detail.
10. Seeks clarification, asks questions when uncertain of position or task expectations.
11. Participates in learning experiences for personal growth and professional development to enhance professional skills and job satisfaction.
12. Participates in program meetings as directed and maintains informed as needed to work effectively.
13. Analyzes and/or reports problems in area of responsibility as they occur and determines/implements solutions as appropriate.
14. Ability to organize and prioritize work, identifying what needs to be completed and ensures the completion in a timely manner.
15. Must be able to handle diverse work problems on a daily basis. Requires ability to set priorities and work schedule, yet adjust to changes necessitated by last minute assignments and deadline requests that may prove stressful.
16. Must relate and interact with people at all levels of the agency and in a culturally diverse environment.

#### **MINIMUM REQUIREMENTS**

1. Must be at least 18 years of age.
2. Ability to communicate fluently in Spanish and English, verbally and in writing; must pass bilingual test.
3. Familiar with the migrant population and culture of migrants and/or the ethnic population groups served and their culture.
4. Proof of valid driver's license and current/adequate vehicle insurance coverage.
5. Excellent interpersonal and communication skills.
6. Familiar with the geographical area within HS service area.
7. Education and experience as follows:

##### **FSW I**

High School diploma or equivalent; or  
Two year non-human service related degree

##### **FSW II**

Family Service Credential Certificate; or  
Two year human service related degree with up to 5 years Head Start experience

##### **FSW III**

Four year degree in Social Work, Family or Parent Education, Family and Consumer Science, Social Justice or similar degree; or  
Two year degree in Social Work, Family or Parent Education, Family and Consumer Science, Social Justice or similar degree with 5 or more years Head Start experience

#### **PREFERRED REQUIREMENTS**

1. Prior experience in migrant population "outreach work" with an established migrant service agency.

2. Familiar with community resources available, general health care, and parent concerns.
3. One year experience in a Migrant Education and/or Migrant Head Start program.
4. Is knowledgeable of Head Start Performance Standards and appropriate State and Federal guidelines.

**PHYSICAL DEMANDS / WORK CONDITIONS**

1. Working conditions are typically in the community with unexpected and uncontrolled weather/elements, ie: recruiting, knocking on doors, meeting with others, rather than a standard office environment. There are no special physical demands required to perform the work, other than the ability to move about, to, from and within communities, driving for long periods of time, with frequent movement in and out of vehicle. There is also some time spent in an office environment, where the work area is adequately lighted, heated and ventilated.
2. Working conditions also include a typical office environment. The work is sedentary; typically the employee may sit comfortably to do the work. There are no special physical demands required to perform the work. The work area is adequately lighted, heated and ventilated.
3. Requires sitting, standing, bending, stooping and reaching with manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, copy machines, telephone and other office equipment. May require lifting up to 40 pounds. Requires normal range of hearing and vision.
4. Requires the ability to travel by car, bus, train, air or other means of transportation as needed, providing own transportation as required.
5. Requires flexible schedule including days, nights and weekends as needed to accommodate program needs.

**ACKNOWLEDGEMENT**

1. This position description does not constitute a contract for employment.
2. Contents of this position description reflect the responsibilities, duties, and requirements at this time. Tri-Valley Opportunity Council, Inc. has the right to make changes at any time due to corporation and/or program needs.

I have read this position description, and understand the essential functions, minimum requirements and expectations of the position. I have had the opportunity to ask questions and attest that I can perform the essential functions of the position with or without reasonable accommodations.

Employee Name (print) \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_