

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	CHIEF EXECUTIVE OFFICER/HEAD START DIRECTOR
DEPARTMENT:	ADMINISTRATION
EXEMPT/NON-EXEMPT:	EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

Working closely with the Capital Area Community Action Agency (Community Action) Board of Directors, the Chief Executive Officer (CEO) articulates the vision for the agency and formulates goals, business strategies and policies that align with this vision. The CEO also provides leadership and direction toward the achievement of measurable community outcomes and fiscal objectives, and establishes and maintains relationships and partnerships with Community Action constituencies throughout Florida's Big Bend region to build effective working relationships. The CEO develops and effectively manages an organization of diverse and talented professionals, and functions as liaison between Community Action granters and regulatory agencies to ensure adherence to contracts and guidelines.

The Community Action CEO has a dual responsibility and also serves as the Head Start Director to provide executive leadership for and management of the Agency Head Start program.

B. DUTIES AND RESPONSIBILITIES/ ESSENTIAL FUNCTIONS

GENERAL

The CEO works closely with the Board of Directors (BOD) to determine and formulate business strategies and policies that align with the values and goals of the organization. This includes, but is not limited to:

- Meets with the BOD regularly.
- Prepares documentation and ensures the governance of the organization is properly informed.
- Provides the BOD with timely information regarding the local, social and economic environment
- Assists the BOD in establishing necessary policy and decision making to meet community needs.
- Establish and maintain effective partnerships and coalitions with Community Action's key constituencies to build effective working relationships. Groups include: board members, staff, clients, city and county officials, and peer social justice and anti-poverty leaders.
- Develop innovative approaches and funding sources for new and existing programs and services, in alignment with the Agency's vision and objectives.
- Act as a spokesperson and liaison for the Agency with community leaders of county, city, community groups, department heads and agencies.
- Collaborate with the management team to develop and implement plans for the operational and organizational infrastructure (systems, processes, and personnel, to achieve the goals of the agency.

- Approve Agency operational procedures, policies and personnel needs to ensure successful accomplishment of community and program outcomes.
- Ensure all practices are consistent and compliant with contracts, as well as federal, state and local requirements.
- Represent the Agency in maintaining relationships with the State and National Community Action Associations.

C. HEAD START

The CEO acts as Director of the Head Start Program during the time when the position is vacant. Responsibilities include:

- Program planning and implementation;
- Budget development and monitoring;
- Hiring, monitoring and development of personnel;
- Developing community partnerships to ensure that services are coordinated, non-duplicative, and responsive to priority needs;
- Maintaining compliance with Agency policies, Head Start Performance Standards, and other funder requirements and regulations;
- Preparation and submission of program grants and reports;
- Development of policies and procedures to improve program effectiveness; and
- Management in a manner that reflects the Agency's values and philosophy.

D. FISCAL

The CEO works collaboratively with the Chief Financial Officer to create a regular agency-wide budget to be presented to the BOD for approval. Other fiscal responsibilities include:

- Provide oversight to the Agency for managing the operation and programs within established budget guidelines.
- Review financial reports generated by the fiscal department monitor ongoing results and ensure they are in alignment with the budget, as well as organizational goals and objectives.
- Review financial information as it relates to each program.

E. QUALITY ASSURANCE

The CEO must implement quality standards for community services, and measure client and community satisfaction regularly. This includes the oversight and measurement of service and delivery outcomes for the Agency for each budgeted service or program, and for any strategic partnership. The CEO should also oversee internal control systems for each department and program. Other responsibilities to assure quality include:

- Review and approval of the required reports submitted to funding sources and regulatory agencies, including the IRS. Also ensure that reports to funding sources are meeting timelines and other standards appropriately.
- Work with third party vendors to monitor compliance within departments, and to ensure adherence to all applicable regulations.
- Institute corrective action plans where and when needed, and monitors compliance.

F. SUPERVISION

- Effectively manage the human resources of the organization according to BOD authorized personnel policies and procedures that align to the Agency's values, and that conform to current laws and regulations.
- Motivate and lead the management team; recruiting and retaining key members of the team over time; providing mentoring as a cornerstone to Community Actions' executive role.
- Directly supervise and manage the performance of management team members, specifically in the areas of contributions to Agency and program outcomes, development and performance of employees, and compliance with established policies and procedure of the Agency.
- Meet regularly with employee representatives from each or all Agency locations, departments, and programs.
- Oversee alignment between the agency's vision and values, and employee values and direction.

G. MINIMUM QUALIFICATIONS

To execute this job successfully, an individual must be able to perform each essential duty above satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required to perform at an acceptable level in the role.

1. Demonstrated successful experience in executive leadership level role.
2. Demonstrated success in fiscal and organizational management.
3. Working knowledge of accounting methods, principles, procedures and regulations.
4. Working knowledge of Operations and Human Resources management, procedures and regulations.
5. Ten or more years of experience in public sector, nonprofit, or social services organizational culture; as well as experience in a racially diverse, pluralistic environment
6. Demonstrated ability to work within a board or governance structure.
7. Demonstrated knowledge of federal, state and local government systems and structures.
8. Must have positive, dynamic relationship building and communication skills.
9. Must possess a Bachelor's Degree or a degree of higher learning from an accredited college or university.
10. Willingness and capacity to travel.

H. DESIRED QUALIFICATIONS

The qualifications listed below are representative of the knowledge, skill and/or ability required to perform at an exceptional level in the role.

1. A demonstrated commitment to the Agency's mission in the communities it serves.
2. The capacity to develop a shared community vision for the future of the Agency.
3. A record of innovation in community building, economic development, and private/public fundraising.
4. Models and maintains high standards of integrity in professional and personal life.
5. Ability to respond to the needs of diverse constituency groups.
6. Ability to clearly define roles and authority, while providing autonomy in decision making.
7. Ability to inspire innovation and initiative.
8. Ability to adapt quickly to change and lead others in times of uncertainty and growth.
9. Ability to effectively multi-task, with exceptional time management skills.
10. Ability to balance the analytical and financial requirements of a grant-funded organization, with the need for innovation and creativity in Agency leadership.
11. Experience with federal grant funding and related requirements.
12. A history of active involvement in community and civic organizations.

I. 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. Adapt to the strains of long distance travel, work long hours when necessary, and must accommodate a night and weekend schedule if required.

J. WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Must adapt to a variety of work environments in meeting diverse and changing community responsibilities.

CAPITAL AREA COMMUNITY ACTION AGENCY

POSITION DESCRIPTION

POSITION TITLE:	CHIEF OPERATING OFFICER (COO)
DEPARTMENT:	ADMINISTRATION
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Chief Operating Officer (COO) provides the leadership, management and vision necessary to ensure that the Agency has the proper operational controls, administrative and reporting procedures, and people systems in place to effectively grow the operation and to ensure financial strength and operating efficiency. The COO is responsible for assisting the Chief Executive Officer (CEO) in the management of the day-to-day operational aspects of the Agency.

DUTIES AND RESPONSIBILITIES/ESSENTIAL FUNCTIONS

B. GENERAL

Provide the day-to-day leadership and management to the Agency that mirrors the adopted mission and core values.

Assists the CEO in driving the Agency to develop, achieve and surpass strategic goals and objectives.

Collaborate with the management team to develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the growth objectives of the organization.

Develops procedures and controls to promote communication and adequate information flow, and thereby solidify management control and direction of the enterprise.

Lead and motivate a high performance management team; attract, recruit and retain required members of the executive team not currently in place; provide mentoring as a cornerstone to the management career development program.

Participates in the development and preparation of short-term and long-range plans and budgets based upon broad organization goals and objectives. Recommends their adoption to the CEO.

Develops and establishes operating policies consistent with the CEO's broad policies and objectives and insures their adequate execution. Appraises and evaluates the results of overall operations regularly and systematically, and reports these results to the CEO.

Insures that all activities and operations are performed in compliance with local, state and federal regulations and laws governing business operations.

Directs the development and establishment of adequate and equitable personnel policies throughout the organization, including compensation policies and employee benefit plans. Insures that the interests and welfare of employees as individuals are preserved and protected.

Works with the CEO to provide staff support and guidance to the Agency Board of Directors and act as staff liaison to relevant Board committees.

C. HEAD START

The COO provides assistance to the CEO in its dual role as Head Start Director. This assistance includes, but are not limited to, the following responsibilities:

Program Planning and Implementation - Research, recommend, and coordinate program or service changes; monitor new programs or services to ensure compliance with regulations and objectives.

Program Administration – Assists in the administration of the day-to-day operations of the Agency Head Start program, including responding to the most sensitive or complex inquiries or service complaints; direct the resolution of problems or emergencies affecting the availability or quality of services.

Budget Development and Monitoring - Reviews and analyzes monthly financial and statistical reports to assess the budget status and to initiate preventative measures if any problems appear to be predicated. Monitors the program's administrative cost, assuring it does not exceed the allowed amount.

Staff Development and Supervision - Provides guidance and leadership to staff to emphasize the importance of the program achieving high standards of quality, internally and through public and private sector partnerships. Monitors the implementation of the responsibilities of employees through observation, monthly supervisory meetings, team meetings, and review of files and documentation.

D. QUALIFICATIONS

Bachelor's degree or higher in Business, Management, Social Science or related discipline.

Strong operational experience: ideally has worked in a senior management role for 10+ years in a socially responsible organization with progressive experience leading to at least five years' experience in operational/administrative management.

Skills should include organizational development, personnel management, budget and resource development, and strategic planning; demonstrated success developing and monitoring systems to manage both operational and programmatic work that involves high levels of collaboration.

Excellent people skills, with an ability to partner with a dynamic leadership team.

Personal qualities of integrity, credibility, and commitment to the mission of the Agency. Flexible and able to multi-task; can work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions; demonstrated resourcefulness in setting priorities, and guiding investment in people and systems.

**CAPITAL AREA COMMUNITY ACTION
AGENCY POSITION DESCRIPTION**

POSITION TITLE:	EXECUTIVE ASSISTANT
DEPARTMENT:	EXECUTIVE
EXEMPT/NON-EXEMPT:	EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Executive Assistant provides high level administrative and clerical support to the Chief Executive Officer (CEO), Chief Operating Officer (COO) and the Administration Department. This position is also responsible for the office operations.

B. AUTHORITY:

The Executive Assistant reports to the CEO and the COO.

C. PRIMARY RESPONSIBILITIES

1. Provides staff support for the CEO and COO s needed.
2. Assist the CEO in management of their schedule, calendar and appointments.
3. Assist COO with human resource clerical functions as needed.
4. Manage office services to ensure operations and procedures are established and updated as necessary. Communicate these procedures and updates to the appropriate staff as needed.
5. Designs and maintain filing systems to ensure correspondence is controlled and accessible to appropriate staff.
6. Responsible for the maintenance of office records including protection, retention, record disposal and retrieval.
7. Ensure office efficiency is maintained by carrying out planning and execution of equipment procurement, layouts and office systems.
8. Responsible for ongoing maintenance and repair of all office equipment or systems (i.e. phones, computers, copiers).
9. Responsible for reporting and monitoring maintenance/repair needs for the main office building.

10. Responsible for maintaining adequate inventory of office and janitorial supplies, including monitoring distribution.
11. Attends all meetings of the Board of Directors as the official recorder of minutes. Prepares Board meeting documents as outlined by CEO. Publishes all meeting notices and meetings as required by the Florida Sunshine Act. Maintains all official records of the Board of Directors.
12. Actively participates in the planning and execution of agency events as outlined by the CEO.
13. Ability to handle telephone and electronic communication for the Executive office to include fielding questions or requests, and making sure inquiries are forwarded to the appropriate staff/department for a timely response. Also following up to ensure the response is given.

D. OTHER RESPONSIBILITIES

Any other duties as assigned by the CEO or COO.

E. PHYSICAL REQUIREMENTS

1. Ability to sit for long periods of time
2. Walking; lifting at least 35 pounds; bending and kneeling.

F. REQUIRED KNOWLEDGE AND SKILLS:

1. Very strong organizational skills.
2. Strong written and verbal communication skills,
3. Demonstrated leadership abilities.
4. The ability to work effectively and efficiently with individual and groups, both internal and external.
5. Ability to respond appropriately (both mentally and physically) to an emergency or a crisis situation.
6. Ability to work as a cooperative and supportive team member.
7. Ability to exercise discretion in handling confidential information and materials.
8. Intermediate knowledge of computer applications, including word-processing software technology/software programs as needed.

G. MINIMUM QUALIFICATIONS

1. Associates degree and four years office administration experience. Experience may substitute on year-for-year basis for required degree.
2. Experience in Human Resources preferred, but not required.
3. Working knowledge of modern office communications systems: E-mail, voice mail computers, fax, photocopy, etc.
4. Ability to maintain records on a computer system.
5. A valid State issued driver's license and flexibility to frequently drive to various sites on agency business.
6. Bilingual in English and preferably Spanish desirable, but not required. The primary language in the workplace is English.
7. Criminal History Background Clearance.
8. Successful Drug and Alcohol Screening.

H. PERFORMANCE EVALUATION

The Executive Assistant is evaluated annually by CEO and COO.

COMMUNITY ACTION AGENCY
POSITION DESCRIPTION

POSITION TITLE:	RECEPTIONIST
DEPARTMENT:	EMERGENCY SERVICES
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL -TIME

A. POSITION SUMMARY:

The Receptionist is responsible for greeting the incoming public through personal contact and/or telephone conversation; refer them to the specified Agency department and utilize proper referral to secure appropriate services.

B. AUTHORITY:

The Receptionist reports directly to the Emergency Services Program Manager.

C. PRIMARY RESPONSIBILITIES:

1. Interact with all visitors in a welcoming, caring and respectful manner.
2. Manage all incoming Agency calls in a welcoming, caring and respectful manner.
3. Provide clients with alternative human service agency information.
4. Provide support for the Emergency Services Intake Specialists.
5. Manage the Agency outgoing and incoming mail and the package/delivery process.
6. Maintain check/cash log and route checks/cash to Fiscal Department.
7. Assist Executive Assistant to prepare Agency Board materials.
8. Collect, compile and report data from Customer Service Surveys.
9. Maintain the orderliness, decorum and security of Agency reception area and conference room.

D. OTHER RESPONSIBILITIES:

1. Assume other work-related duties as assigned by the Emergency Services Program Manager.
2. Assist other Administrative staff as needed.
3. Provide other clerical duties as needed.
4. Attend required Agency team meetings and training events.

E. PHYSICAL REQUIREMENTS

1. Ability to sit for long periods of time.
2. Walking; lifting at least 35 pounds; bending and kneeling.

F. REQUIRED KNOWLEDGE AND SKILLS:

1. Proficient in the use of Microsoft Office products (Word, Outlook)
2. Effective office management and communication skills, including speaking and listening.
3. Knowledge of available community resources
4. Detail-oriented with good organizational skills
5. Ability to effectively manage and diffuse stressful interpersonal situations.
6. Maintain and execute confidentiality.
7. Ability to accurately prepare forms, compile documentation and record information.
8. Ability to work independently and within a team environment and exercise mature judgment

G. MINIMUM QUALIFICATIONS

2. High School diploma/GED
3. At least a year of experience in answering multi-line phone systems.
4. At least 2 years of office experience or in a customer service setting requiring the knowledge and skills listed for the position.
5. Reliable transportation and valid Florida driver's license.
6. Personal flexibility to assure consistent and on-time attendance.

H. PERFORMANCE EVALUATIONCS:

The Receptionist will be evaluated annually by the Emergency Services Program Manager.

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	FAMILY COMMUNITY PARTNERSHIP MANAGER
DEPARTMENT:	PARENT FAMILY & COMMUNITY ENGAGEMENT
EXEMPT/NON-EXEMPT:	EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Family/Community Partnership Manager is directly responsible for the overall administration, supervision, coordination and organization of the Family and Community Engagement Division within the Head Start Department. These responsibilities include oversight of Parent, Family and Community Engagement; ERSEA; and Health and Nutrition Services. Services must be coordinated with staff in other program content areas and must include ongoing assessment of the quality of services provided.

B. AUTHORITY

Reports directly to the Head Start Director and is responsible for supervising the Family Advocates, Family Services Specialist, and Health Services Coordinator.

C. PRIMARY RESPONSIBILITIES

1. Plans, develop and administers the Family and Community Engagement program Division, ensuring an integrated and comprehensive system of services for children and families.
2. Supervises, monitors and evaluates the Family Advocates, Family Services Specialist, and Health Services Coordinator. Ensures the full delivery of integrated service.
3. Serves as a member of the Leadership and Management Teams for Head Start.
4. Ensures on-going monitoring, tracking, follow-up and analysis of Family and Community Engagement Services Division, including ERSEA, Health and Nutrition Services and PFCE outcomes.
5. Maintains record keeping and reporting systems, including service area plans, schedules, and policies and procedures in accordance with Head Start Performance Standards and applicable laws and regulations.
6. Oversees the Database (ChildPlus) system used by the program.
7. Oversee implementation of the PFCE framework to ensure systematic processes and procedures.
8. Ensure coordination of communication with staff, parents, program consultants and community to enhance services to children and families.
9. Acts as the Child Abuse/Neglect Liaison and ensures the provision of training on Child Abuse/Neglect to staff and parents.
10. Works closely with community agencies for effective advocacy, coordination of services to families, and to prevent duplication of effort.

11. On-going professional development through education, role modeling, mentoring, and training.

FAMILY/COMMUNITY PARTNERSHIP MANAGER

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12. Provides training and technical assistance to division staff, as well as other staff, parents and partners as appropriate, in the delivery of services to families and access to services provided by community partners.

D. OTHER RESPONSIBILITIES

Assume other work-related responsibilities as assigned by the Head Start Director.

E. PERFORMANCE EVALUATION

The Family/Community Engagement Manager will be evaluated annually by the Head Start Director.

F. PREFERRED MINIMUM QUALIFICATIONS

- Degree in a field related to social, community, human and family services or extensive experience may be substituted for a degree.
- Five (5) years experience working in a related field.
- Three (3) to five (5) years of supervisory, management experience.
- Maintains confidentiality in accordance with Agency policy and legal requirements
- Capable of negotiating and establishing community partnerships
- Evidence of emotional maturity and stability.
- Possess good communication and planning skills.
- Ability to facilitate training.
- Willingness to travel when necessary to carry out duties.
- Pass all background screenings local, state, FDLE and drug screening.
- Have knowledge and understanding of community resources, structure, and needs.

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	SUPPORT SERVICES COORDINATOR
DEPARTMENT:	PARENT, FAMILY & COMMUNITY ENGAGEMENT
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY

The Support Services Coordinator is responsible for the coordination of all transportation services and assistance with the delivery of support services to Head Start enrollees and their families.

B. AUTHORITY

The Support Service Coordinator reports directly to the Family/Community Partnership Manager.

C. ESSENTIAL FUNCTIONS

1. Conducts on-going monitoring of Transportation Services.
2. Assists with on-going monitoring of the Family/Community Partnership service area.
3. Involves parents in all aspects of the program.
4. Identifies, utilizes, and maintains up to date information on community resources and keeps supervisor and parents informed.
5. Assist with the development of a Comprehensive Community Resource booklet. Assist when needed to provide training on the usage of the booklet.
6. Provides assistance in disaster, crisis and other emergencies.
7. Reports suspected child abuse and neglect to appropriate sources.
8. Works closely with community agencies for the purpose of advocacy, coordination, non-duplication of services, improvement of needed services for families.
9. Provide weekly enrollment reports to Family/Community Partnership Manager and Head Start Director, also maintain reports on file.

10. Prepares reports for the Family/Community Partnership Manager.
11. Coordinates all transportation activities related to the Head Start program (medical, dental and field trips).
12. Serve as bus driver when needed for field trips and or school pick-up or drop off.
13. Provides transportation for families to various services when needed.
14. Provide training for enrollees, parents and staff on loading/unloading and safety riding the bus.
15. Maintains daily, weekly and monthly transportation reports.
16. Ensures that the program vehicles are receiving proper and timely maintenance.
17. Supervises and coordinates day to day activities of the bus drivers.
18. Prepares performance evaluation for the bus drivers and bus monitors.
19. Is a member of the Family/Community Partnership Team.
20. Makes recommendations on the hiring, firing and other status changes of the bus drivers and bus monitors.
21. Must be able to generate In-Kind Match.

D. OTHER RESPONSIBILITIES

1. Ability to communicate and establish meaningful relationships with Head Start families.
2. Ability to plan, organize and conduct group activities.
3. Familiar with communities served.
4. Knowledge of public and private resources in the local community.
5. Ability to work with staff of other community agencies/organizations as an advocate of children, parents and staff in the Head Start Program.

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	PARENT ENGAGEMENT COORDINATOR
DEPARTMENT:	PARENT FAMILY & COMMUNITY ENGAGEMENT
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Parent Engagement Coordinator, as a member of the Head Start Management Team and the Family and Community Engagement Team, is responsible for the coordination of all parent engagement activities in the Head Start centers and classrooms.

B. AUTHORITY

The Parent Engagement Coordinator reports directly to the Family and Community Engagement Manager.

C. PRIMARY RESPONSIBILITIES

1. Plan, promote and coordinate parent engagement activities/ events for Head Start.
2. Coordinate and attend bi- monthly Parent meetings and monthly Policy Council Meetings to encourage the continuous professional development of Head Start parents.
3. Establish and maintain parent groups such as female and male engagement work groups to develop positive parent-child relationships.
4. Coordinate services for existing children and families transitioning from Head Start to new learning environments.
5. When provided information about child/family from advocate, assist with developing community partnerships that will connect families with services and resources from the community to assist them in completing their Family Partnership Agreements
6. Generate in-kind match for the Head Start program by recruiting volunteers and negotiating donations with service providers and enter into ChildPlus.
7. Plan and prepare newsletter for the Head Start program.

8. Prepare monthly Parent Engagement Report to be added to the Family and Community Engagement Managers report.
9. Co- Facilitate Incredible Years Parenting Series
10. Actively participate in Family and Community Engagement team

D. OTHER RESPONSIBILITIES

1. Assuming other work-related responsibilities as assigned by the Family and Community Engagement Manager and/or Head Start Director.
2. Develop and maintain current knowledge of public and private resources in the local community.
3. Work with the staff of other community agencies / organizations as an advocate of children, parents and staff in the Head Start program.
4. Attend periodic training sessions, meetings and special events which may be held after normal work hours or on weekends.

E. PERFORMANCE EVALUATION

The Parent Engagement Coordinator will be evaluated annually by the Family and Community Engagement Manager.

F. PHYSICAL REQUIREMENTS

This job may require sitting for long periods of time, walking, lifting at least 35 pounds, and bending and kneeling. Must be capable of periodically driving for up to 3 hours.

G. MINIMUM QUALIFICATIONS

1. A Bachelor's degree (Master's Degree preferred) in Human Services, Social Work or a related field from an accredited college or university.
2. Two years of job related experience with demonstrated competence in community organization or working with organized community groups.
3. Prior experience in a Head Start program is preferred.
4. A valid Class C Driver's License and ability to be insured by organization.
5. Must be able to pass all background screenings: local, state, federal and drug testing.

H. Required Knowledge and Skills

1. Knowledge of various software programs such as MS Word, Excel, ChildPlus, etc.
2. Ability to present ideas effectively both orally and written.

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	HEALTH SERVICES SPECIALIST
DEPARTMENT:	PARENT FAMILY & COMMUNITY ENGAGEMENT
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Health Services Specialist, as a member of the Head Start Management Team and Early Childhood Development/Health Services Team is responsible for identification, mobilization and coordination of Health Service resources to Head Start enrollees.

B. AUTHORITY

Reports to the Parent Family & Community Engagement Manager.

C. PRIMARY RESPONSIBILITIES

1. Manages health services to children and families in collaboration and cooperation with other members of the Early Childhood Development and Health Services Team, and the Family and Community Partnership Services Team.
2. Coordinates the monitoring and evaluation of health services, and the development and implementation of strategies that will result in the improvement of these services.
3. Serves as a member of the Head Start Management Team.
4. Serve as Liaison Officer between our agency and local and state health and community service agencies.
5. Ensures that representatives of partner agencies, as well as appropriate private professionals, are part of the Health Advisory Committee.
6. Assumes direct responsibility for the health and dental services. This includes planning and implementation of the goals set forth in the Head Start Performance Standards.
7. Provides or coordinates training and consultation for staff to ensure a workable health and dental education program for the children.
8. Coordinates first aid and emergency training for staff.
9. Arranges or assists parents in making medical screenings and examinations appointments. Conducts referrals and follow-ups for all participating Head Start children.
10. Provides or arranges consultation and information to all parents to ensure an awareness of our health and dental program.
11. Review children's records to determine health status. Maintains appropriate documentation of screening, exams and follow-up services.
12. Records and maintains individual health records for each child.
13. Conducts periodic reviews to determine health needs and priorities of the program.

14. Arranges and provides training for staff and parents on health and dental needs.
15. Makes home visits when required.

HEALTH SERVICE SPECIALIST

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16. Ensures that staff and volunteers are in compliance with health regulations for childcare workers.
17. Works with Parent Involvement Specialist to coordinate volunteer services for the health program.
18. Assists Parent Involvement Specialist in developing parental involvement activities in regard to medical and dental services.
19. Assists with generating In-Kind/non-federal match.
20. Monitor and coordinate the nutrition consultant's activities.
21. Monitor and evaluate the Health services activities.

D. OTHER RESPONSIBILITIES

Assuming other work-related responsibilities as assigned by the Early Childhood Development Manager.

E. PERFORMANCE EVALUATION

The Health Service Specialist will be evaluated annually by the Early Childhood Development & Health Services Manager.

F. MINIMUM QUALIFICATIONS

1. Degree in Public Health, Health Administration, Nursing, Nutrition or a field related to one of these disciplines. Some medical experience (LPN, medic, etc.) and familiarity with community is preferred.
2. Possess good communication, supervisory and planning skills.
3. Capable of negotiating service agreements.
4. Ability to work with people from diverse backgrounds and cultures.
5. Knowledge of a wide variety of community resources.
6. Ability to establish collaborative relationships with a wide-range of community-based agencies.
7. Possess excellent, planning, organization, and coordination skills.
8. Leadership/management skills in designing program to ensure goals are met.
9. Ability to analyze and assess program data
10. Must pass all background screenings, local, state, FDLE and drug screening

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	HEAD START SENIOR BUS DRIVER
DEPARTMENT:	PARENT FAMILY & COMMUNITY ENGAGEMENT
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Senior Bus Driver is responsible for safely transporting enrollees, staff and other authorized passengers to and from the Head Start Centers or other authorized locations.

B. AUTHORITY

The Senior Bus Driver reports directly to the Support Services Coordinator

C. ESSENTIAL FUNCTIONS:

1. Drives the bus or other agency vehicles to and from pre-assigned destinations.
2. Cleans the inside of the bus daily, assist with cleaning outside of bus every other month, weather permitting.
3. Complete vehicles inspection check list dally, submits incident accident reports when necessary.
4. Must remain at trip sites on the bus or with the group
5. Assist with safe loading and unloading of passengers
6. Assist Support Service Coordinator with maintenance reports on vehicles
7. Attend all meetings, in-service and workshops when instructed
8. Responsible for accident and fire drills
9. Provide assistance to enrollees in case of accident, fire, disaster or crisis situation.
10. Must be able to assist with generation of In-Kind match
11. Substitute in the classroom when no field trips are scheduled.
12. Will evaluate the bus driver
13. Use developmentally appropriate language.

POSITION DESCRIPTION

D. OTHER RESPONSIBILITIES:

Assuming other work-related duties as assigned by the Support Services Coordinator, Family/Community Partnership Specialist, Head Start Director, Or Executive Director.

E. PERFORMANCE EVALUATION:

The senior bus driver will be evaluated annually by the Support Services Coordinator

F. PHYSICAL REQUIREMENTS:

This job may require sitting for long periods of time; walking; lifting at least 35 pounds; bending or kneeling.

G. PREFERRED MINIMUM QUALIFICATIONS:

Completion of high school diploma or G.E.D.

Must have Florida CDL License (Class B) with passenger endorsement (Air Brakes)

Must pass all local, state and FBI background screenings and drug tests.

Annual physical examination is required including TB Skin Test

At least 3 year experience in driving a bus.

Must be able to communicate effectively.

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	FOOD SERVICE WORKER
DEPARTMENT:	HEAD START
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Food Service Worker is responsible for serving nutritious, well-balanced meals to enrollees.

B. AUTHORITY:

The Food Service Worker reports directly to the Center Director/Teacher. In his/her Absence, the Cook reports to the Health Services Specialist.

C. PRIMARY RESPONSIBILITIES

1. Serve creditable family-style meals using cycle menus, including special diet menus.
2. Receive food and non-food deliveries. Check for accuracy and inspect the quality of each item.
3. Label, date and properly store items.
4. Perform food preparation tasks necessary to set up for family style meal service.
5. Deliver meals in a safe and timely manner to the classrooms.
6. Retrieve used/unused food, service ware and supplies from the classroom after meal service. Return food/supplies to the kitchen.
7. Dispose of garbage each day.
8. Clean and sanitize dishes, tableware etc., in a timely manner.
9. Keep kitchen, storage and classroom areas cl safe and organized.
10. Keep kitchen appliances and food service equipment, containers, sinks, shelves, countertops clean and sanitized.
11. Inventory food and non-food supplies.
12. Check and re-stock classroom food and non-food supplies.
13. Order food and supplies according to planned menu, classroom nutrition activities, parent trainings and field trips.
14. Assist in planning and preparing of classroom nutrition activities.
15. Ensure food is served at safe temperature.
16. Record food, refrigerator and freezer temperatures daily.
17. Maintain, complete and submit required Head Start and USDA, DCF paperwork

including menus, licensing food inspection reports, receipts, invoices and Food temperature Log Book, Refrigerator/Freezer Temperature Logs in a neat, readable, timely manner.

18. Report maintenance issues.

D. OTHER RESPONSIBILITIES

1. Share materials and information.
2. Support team members and supervisor verbally and by attitude.
3. Promote positive parent and community involvement.
4. Participate in staff meetings, conferences, training sessions and workshops as assigned.
5. Demonstrate familiarity with employment policies, performance standards, work plans and objectives of agency and program.
6. Know USDA Child Care Food Program, Head Start and DCF requirements.
7. Maintain confidentiality in regards to staff and family information.
8. Maintain objectives and professional standards.
9. Improve self-skills and education.
10. Fulfill role as mandated reporter as stated in Child Abuse and Neglect Policy.
11. Be a contributory team member in a positive/productive manner.
12. Demonstrate commitment to mission, values and policies in the performance daily duties.
13. Perform any other work-related duties as requested by your supervisor.

E. PHYSICAL REQUIREMENTS

This job may require standing for long periods of time, walking, lifting at least 35 pounds, and bending and kneeling.

F. REQUIRED KNOWLEDGE AND SKILLS:

This job may require standing for long periods of time, walking, lifting at least 35 pounds, and bending and kneeling.

G. MINIMUM QUALIFICATIONS

1. Must have a High School Diploma or equivalent.
2. Experience in institutional meal preparation.
3. Capable of planning and organizing food/meal related activities.
4. Must have a valid Florida driver's license and own transportation with liability insurance.
5. Must pass all background screening, local, state and FBI and drug testing.
6. Familiar with simple record-keeping procedure.

H. PERFORMANCE EVALUATION

The Food Service Worker will be evaluated annually by the Health Services Coordinator.

**COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	FAMILY ADVOCATE I & II
DEPARTMENT:	FAMILY AND COMMUNITY ENGAGEMENT
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Family Advocate is responsible for creating and implementing Family Partnership Agreements with families of Head Start, and advocating on behalf of all Head Start families through case management services.

B. AUTHORITY:

The Family Advocate reports directly to the Family and Community Engagement Program Manager.

C. PRIMARY RESPONSIBILITIES

1. Actively participate with the process of recruiting participants for the Head Start program.
2. Receive applications and interview applicants applying to the Head Start program.
3. Enroll participants into the Head Start program after they are deemed eligible for the program.
4. Promote enrollment to families enrolled into the Head Start program into State funded programs, School Readiness and Voluntary Prekindergarten, and other Community Action programs.
5. Create and maintain both electronic and hard files of family information and records in accordance with the agency's policies and procedures.
6. Monitor attendance of participants enrolled in the Head Start program.
7. Assess the needs of families enrolled into the Head Start program and create a Family Partnership Agreement with each participant enrolled into the Head Start program.

8. Document notes in the ChildPlus software system that reflects the participant's progress towards the completion of their Family Partnership Agreement, and notes that reflect the case management services being offered.
9. Assist families in scheduling medical, educational, and emergency appointments.
10. Participate in all required agency meetings, trainings, and community outreach.
11. Network with the staff of other community agencies and organizations as an advocate of children, parents and staff in the Head Start program, and provide referrals if necessary.
12. Prepare and submit monthly reports as required.

D. OTHER RESPONSIBILITIES

1. Assume other work-related responsibilities as assigned by the Family and Community Engagement Program Manager.
2. Attend periodic training sessions, meetings and special events which may be held after normal work hours or on weekends.

E. PHYSICAL REQUIREMENTS

1. This job may require sitting for long periods of time; walking; lifting at least 35 pounds; bending or kneeling.
2. This job requires the ability to safely operate a motor vehicle for travel to locations other than the assigned Head Start Center.

F. REQUIRED KNOWLEDGE AND SKILLS:

1. This job may require sitting for long periods of time, walking, lifting at least 35 pounds, and bending and kneeling.
2. Maintain confidentiality with participant interactions and participant records.
3. Knowledge of public and private resources in the local community.
4. Ability to present ideas effectively both orally and in writing.

5. Knowledge of various software programs such as MS Word, Excel, ChildPlus, etc.
6. Maintain knowledge of Early Learning Coalition School Readiness programs and Department of Children and Families.

G. MINIMUM QUALIFICATIONS

1. Must have a minimum of a Bachelor's degree in a related field, i.e. social work, psychology or human sciences.
2. Five years of experience in a Head Start program or agency may be substituted for two years of college.
3. Within six months of hire date, orientation for the Getting Ahead program must be complete.
4. Must have a valid State issued driver's license and be able to be insured by the organization.
5. Must pass all background screenings: local, state, federal and drug testing.

H. PERFORMANCE EVALUATION(S)

The Family Advocate will be evaluated annually by the Family and Community Engagement Program Manager.

**CAPITAL AREA COMMUNITY ACTION
AGENCY POSITION DESCRIPTION**

POSITION TITLE:	EARLY CHILDHOOD DEVELOPMENT MANAGER
DEPARTMENT:	HEAD START
EXEMPT/NON-EXEMPT	EXEMPT
TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Early Childhood Development Manager (ECDM) is directly responsible for the overall administration, supervision, coordination and organization of the Early Childhood Development Services Division within the Head Start Department. Services must be coordinated with staff in other program content areas, and must include ongoing assessment of the quality of services provided. Further planning and administration of the child development program must be based on the theories and principles of child growth and development, early childhood education and family support. Ensures that the program participants are provided a developmentally sound educational program and further ensures proper implementation of the curriculum as detailed in the Revised Performance Standards and the Head Start Act.

A. AUTHORITY

Reports directly to the Head Start Director and is responsible for supervising the Mentor/Coaches, Special Services Coordinator, and Early Childhood Development Assistant.

B. PRIMARY RESPONSIBILITIES

1. Supervises and oversees work tasks and activities of the Early Childhood Development Divisions which includes education, Voluntary Pre-Kindergarten, transportation, mental health and disabilities services, to ensure integrated service delivery.

2. Plans, develops and implements an educational program complying with Head Start Performance Standards, Florida Childcare Licensing regulations, NAEYC Standards, and Program Policies and Procedures that incorporates input from parents, staff, Policy Council and education and early childhood development research on best practices.

3. Develop and updates the education plan in conjunction with the Early Childhood Development Team on an annual basis.

4. Ensure on-going monitoring, tracking, follow-up and analysis of childhood development services and child outcomes.

5. Maintain record keeping and reporting systems, including service area plan, schedules, timelines policies and procedures for child development services in accordance with Head Start Performance Standards, and applicable laws and regulations.
6. Submits written monthly reports to the Head Start Director in a timely manner that includes service area specific information.
7. Assists the Head Start Director in preparing the budget and monitoring the expenditures for classroom supplies and equipment.
8. Prepares requisitions for purchases related to classroom operation, field trips, and trainings for education staff. Submit paperwork to the Head Start Director in a timely manner.
9. Continuously reviews and revises curriculum objectives and evaluation instruments to ensure that developmentally appropriate principles are utilized.
10. Ensures that classroom staff provides individualized developmentally appropriate education for Head Start children. Assists with developing plan of action to address issues.
11. Assures that all classrooms have developmentally appropriate furnishings, supplies, equipment, consumables.
12. Oversees the development screenings and assessment process for each Head Start child.
13. Coordinates the timely process of home visits and parent/ teacher conferences and ensures that the appropriate documentation is completed.
14. Assures that Community Action Head Start Policy on Discipline for children is adhered to and that children are maintained in a safe and caring environment at all times.
15. Cooperated with state and community partners as needed to enhance child development services, and to ensure effective transition planning for children and their families.
16. Completes employee performance evaluations on the Early Childhood Services Assistant, Center Directors, annually and as needed. Develop a plan of action to address deficient areas.
17. Develops education staff career development goals in conjunction with education staff, and evaluate and document progress towards those established goals.
18. Plans, develops and provides orientation, training, and guidance to staff,

substitutes, volunteers, parents, and community on a variety of pertinent topics in the area of child education and development, mental health and disabilities, team building, child abuse and neglect, and other relevant topics.

19. Responsible for the recruitment and hiring of staff within the Early childhood Development Division.

20. Ensures coordination of communication with staff, parents, program consultants and community to enhance services to children and families.

21. Attends training conferences, workshops and present the information to the Head Start staff as part of the on-going training process.

22. Assist with generating In-Kind Match.

23. Serves as a member of the Head Start Management Team.

24. Assumes other work-related responsibilities as assigned.

PERFORMANCE EVALUATION

The Early Childhood Development Manager will be evaluated annually by the Head Start Director.

PREFERRED MINIMUM QUALIFICATIONS

1. A Bachelor's Degree in Early Childhood Development, Early Childhood Education or a closely related field. A Master's Degree is preferred.

EARLY CHILDHOOD DEVELOPMENT MANAGER

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2. Three to five years supervisory experience in a early childhood environment that uses developmentally appropriate principles.
3. Three to five years supervisory experience in an early childhood environment.
4. Excellent communication skills, both oral and written.
5. A valid Florida driver's license, insurance and access to a vehicle.
6. Must be computer literate and capable of providing training to education staff on the software used in the classroom.
7. Must be able to pass all background screenings, local, state, FDLE and drug screening.
8. Must have basic knowledge and understanding of early childhood development assessment instruments and results-oriented best practice.

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	CENTER DIRECTOR/TEACHER
DEPARTMENT:	EARLY CHILDHOOD DEVELOPMENT
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Center Director I works under the supervision of the Education Coordinator and has the responsibility of monitoring the children and classroom staff, and performing administrative responsibilities. The Center Director will serve as a liaison to the Education Coordinator and oversee the day to day operations of the centers.

JOB DUTIES AND RESPONSIBILITIES

1. Assist in planning and preparing daily classroom and center activities.
2. Endorse and implement the Creative Curriculum and Conscious Discipline Curriculum when planning and setting up classroom environment.
3. ~~Integrate~~ Integrate activities from all content areas into the classroom. Individualize activities to meet the needs of each child.
4. Ensure screenings and assessments are completed on all children in each class according to time frames scheduled by Education Coordinator as per Head Start policy and procedures.
5. Interact on a daily basis with parents. Provide parents opportunities to give input into the daily curriculum and document input on lesson plans.
6. Schedules and organizes time and materials to allow for educational home visits and parent/teacher conferences.
7. Encourage parents to complete physical, dental and health screenings and follow-up in a timely manner.
8. Ensures that the work area, classroom and playground areas are clean and safe at all times. Ensures safety is a priority in performing all job responsibilities. Ensure staff's adherence to the safety policy.
9. Ensure that center remains in compliance with all local, state and federal guidelines.
10. Solicit volunteers for participation in the program. Assist in plans for, utilizing and training volunteers for the classroom, playground and field trips.
11. Share vital information from program management with all staff in a timely manner.
12. Relay vital information to management in a timely manner.
13. Ensure necessary reports and documentation is submitted to the main office in a timely manner.

14. Display a respectful attitude when interacting with children, parents, community members and colleagues.
15. Participate in professional development, sometimes off-site, at the request and support of supervisor.
16. Must be responsible, able to handle confidential material, able to organize effectively and able to work independently.
17. Assure that a positive Image of Capital Area Community Action Agency is portrayed at all times.

18. Instruct assistant teachers, substitutes and floaters in daily operational procedures.
19. Perform and document regular emergency drills.
20. Ensure routine monitoring is conducted and reported; including monitoring related health and safety issues.
21. Act as the Liaison with outside organizations and community partners. Communicate effectively and document properly visits from DCF; Fire Marshalls; in-house monitors, therapists (speech and language, physical, occupational), Leon County School representatives, athletic programs, University program personnel, and visitors coming to give talks or demonstrations to the children.
22. Familiar with Head Start Policies and Procedures that are incorporated in the daily functioning of the classroom.
23. Ability to plan and execute children's programs throughout the school year; for example, Fall Celebration, Winter Celebration, Transition Program, and other programs of interest for parents.
24. Other duties as required by the program and/or assigned by the Educator Coordinator.

B. PHYSICAL/MENTAL ABILITIES AND PROCESSES:

- Physical capability, strength and coordination adequate to work with preschool children.
- Computer literacy, (Word processing, database and spreadsheets, Internet and e-mail use required}.
- Ability to maintain records on a computerized child/family tracking system.
- Ability to visually assess the health and behaviors of children.
- Frequent significant decisions to assure developmental progress of children.
- Demonstrated ability to supervise preschool children and ensure a safe learning environment including the ability to monitor and respond to events going on at all times in classroom, outdoor play areas and on field trips. This includes the physical ability to move quickly in order to respond to children who are very active and may need redirection or restraint in order to ensure their safety or the safety of others in the environment.
- Ability to respond appropriately (both mentally and physically) to an emergency or a crisis situation.
- Occasional driving for home visits sometimes in outlying areas.
- Occasional lifting in excess of 35 lbs. Occasionally placing children into seats and ability to carry or drag a child in an emergency situation to a safe area.
- Daily kneeling, stooping, bending, and sitting on the floor to attend to children's needs.
- Occasional climbing steps to enter and exit bus.

C. QUALIFICATIONS:

1. AA/BA or advanced degree with a program of study, which included six or more courses in Early Childhood Education and/or Child Development. A Bachelor's degree is preferred.
2. A current Department of Children & Families or national certified Director's Credential.

3. Completed 45 hour DCF Childcare training.
4. Two years' experience with pre-school children in an early childhood development program.
5. Experience in Social Services desirable.
6. Working knowledge of modern office communications systems: E-mail, voice mail, IBM compatible computer system, and the ability to operate various office equipment: Computers, fax, photocopy, etc.
7. Ability to maintain records on a computer system or willing to learn.
8. Valid Driver's License and access to a privately owned vehicle with liability insurance for use in completing work responsibilities as required.
9. Good verbal and written communications skills.
10. Must have or be willing to obtain Adult and Pediatric CPR and First Aid Certifications within 60 days from date of hire.
11. Bilingual In English and preferably Spanish desirable, but not required. The primary language in the workplace is English.
12. No prior conviction of child abuse/neglect. Criminal History Background Clearance.
13. Physical and TB screen upon conditional offer to hire.

D. EMPLOYMENT CONDITIONAL UPON RESULTS OF THE FOLLOWING:

- o Verification of education credentials including transcript
- o Criminal History Background Clearance.
- o Physical and TB screen upon conditional offer to hire.
- o Successful Drug and Alcohol Screening.

**CAPITAL AREA COMMUNITY ACTION
AGENCY POSITION DESCRIPTION**

POSITION TITLE:	CENTER DIRECTOR II
DEPARTMENT:	EARLY CHILDHOOD DEVELOPMENT
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Center Director II functions as the Center Director/Family Advocate for the Head Start Center. This position is responsible for directing and supervising all center activities as they relate to the overall goal of the program, and the delivery of services to assigned Head Start enrollees and their families.

B. AUTHORITY:

The Center Director II reports to the Early Childhood Development Program Manager with input from the Family/Community Engagement Program Manager on Family Advocate responsibilities.

C. PRIMARY RESPONSIBILITIES

1. Responsible for the supervision, staff development and evaluation of all Center employees.
2. Assists teachers in planning and preparing the learning environment to include setting up centers, and preparing needed materials and supplies. Endorse and implement the Creative Curriculum and Conscious Discipline Curriculum when planning and setting up classroom environment.
3. Solicit volunteers for participation in the program. Assist in plans for utilizing and training volunteers for the classroom, playground and field trips.
4. Perform and document regular emergency drills.
5. Confers with teachers on regular basis about classroom activities.
6. Submits monthly reports to administrative office (e.g. attendance, employee time, food reports) in a timely manner.
7. Responsible for the maintenance and upkeep of the Center including preparing work orders for maintenance and reporting all health and safety issues ensuring they are addressed.
8. Ensures the Center is in compliance with all Head Start, Florida Department of

Children & Families (DCF), School Readiness and Voluntary Prekindergarten requirements at all times.

9. Actively participates with the process of recruiting and enrolling participants for the Head Start program.
10. Promote the enrollment of state funded programs such as School Readiness and Voluntary Prekindergarten to Head Start families for extended day program.
11. Create and maintain both electronic and hard files of family information and records in accordance with the agency's policies and procedures.
12. Monitor attendance of participants enrolled in the Head Start program. Maintains an average daily attendance of 85%.
13. Make and record home visits and follow-up visits.
14. Reports suspected child abuse and neglect to appropriate sources.
15. Assist in organizing and implementing training and educational programs for parents.
16. Assess the needs of families enrolled into the Head Start program to develop a Family Partnership Agreement to outline family goals to be achieved while in the program.
17. Document notes in the ChildPlus software system that reflects the participant's progress towards the completion of their Family Partnership Agreement, and notes that reflect the case management services being offered.
18. Assist families in scheduling medical, educational, and emergency appointments.
19. Participate in all required agency meetings, trainings, and community outreach.
20. Network with the staff of other community agencies and organizations as an advocate of children, parents and staff in the Head Start program, and provide referrals if necessary.
21. Able to help generate in-kind match.

D. OTHER RESPONSIBILITIES

1. Assume other work-related responsibilities as assigned by the Early Childhood Development Manager.
2. Ability to attend all staff and parent meetings, and periodic training sessions, meetings and special events which may be held after normal work hours or on weekends.

E. PHYSICAL REQUIREMENTS

1. This job may require sitting for long periods of time; walking; lifting at least 50 pounds; bending or kneeling.
2. This job requires the ability to safely operate a motor vehicle for travel to locations other than the assigned Head Start Center.
3. Ability to respond appropriately (both mentally and physically) to an emergency or a crisis situation.

F. REQUIRED KNOWLEDGE AND SKILLS:

1. Maintain confidentiality with participant interactions and participant records.
2. Knowledge of public and private resources in the local community.
3. Familiar with Head Start policies and procedures.
4. Ability to present ideas effectively both orally and in writing.
5. Knowledge of various software programs such as MS Word, Excel, ChildPlus, etc.
6. Maintain knowledge of Early Learning Coalition School Readiness programs and Department of Children and Families.

G. MINIMUM QUALIFICATIONS

1. Must have a minimum of a baccalaureate or advanced degree in Early Childhood Education, or; a baccalaureate or advanced degree in a related field, e.g. Social Work, Human Sciences, Psychology which includes six or more courses in Early Childhood Education and/or Child Development.
2. Five or more years' experience working with preschool children in an early childhood development program.
3. Florida Childcare and Education Program Director Credential.
4. Completed 45 hour DCF Childcare training.
5. Must have or be willing to obtain Adult and Pediatric CPR and First Aid Certifications within 60 days from date of hire.
6. Familiarity with anti-poverty programs.
7. Capable of planning activities to meet the individual and group needs of children.
8. Must have a valid State of Florida issued driver's license and be able to be insured by the organization.
9. Must pass all background screenings: local, state, federal and drug testing.

H. PERFORMANCE EVALUATION

- Verification of education credentials including transcript(s)
- Verification of DCF training transcript
- Criminal History Level II Background Clearance
- Physical and TB screen upon conditional offer to hire
- Successful drug and alcohol screening

**COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	CENTER DIRECTOR II – Franklin County
DEPARTMENT:	EARLY CHILDHOOD DEVELOPMENT
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Center Director II functions as the Center Director/Family Advocate for the Head Start Center. This position is responsible for directing and supervising all center activities as they relate to the overall goal of the program, and the delivery of services to assigned Head Start enrollees and their families.

B. AUTHORITY:

The Center Director II reports to the Early Childhood Development Program Manager with input from the Family/Community Engagement Program Manager on Family Advocate responsibilities.

C. PRIMARY RESPONSIBILITIES

1. Responsible for the supervision, staff development and evaluation of all Center employees.
2. Assists teachers in planning and preparing the learning environment to include setting up centers, and preparing needed materials and supplies. Endorse and implement the Creative Curriculum and Conscious Discipline Curriculum when planning and setting up classroom environment.
3. Solicit volunteers for participation in the program. Assist in plans for utilizing and training volunteers for the classroom, playground and field trips.
4. Perform and document regular emergency drills.
5. Confers with teachers on regular basis about classroom activities.
6. Submits monthly reports to administrative office (e.g. attendance, employee time, food reports) in a timely manner.
7. Responsible for the maintenance and upkeep of the Center including preparing work orders for maintenance and reporting all health and safety issues ensuring they are addressed.

8. Ensures the Center is in compliance with all Head Start, Florida Department of Children & Families (DCF), School Readiness and Voluntary Prekindergarten requirements at all times.
9. Actively participates with the process of recruiting and enrolling participants for the Head Start program.
10. Promote the enrollment of state funded programs such as School Readiness and Voluntary Prekindergarten to Head Start families for extended day program.
11. Create and maintain both electronic and hard files of family information and records in accordance with the agency's policies and procedures.
12. Monitor attendance of participants enrolled in the Head Start program. Maintains an average daily attendance of 85%.
13. Make and record home visits and follow-up visits.
14. Reports suspected child abuse and neglect to appropriate sources.
15. Assist in organizing and implementing training and educational programs for parents.
16. Assess the needs of families enrolled into the Head Start program to develop a Family Partnership Agreement to outline family goals to be achieved while in the program.
17. Document notes in the ChildPlus software system that reflects the participant's progress towards the completion of their Family Partnership Agreement, and notes that reflect the case management services being offered.
18. Assist families in scheduling medical, educational, and emergency appointments.
19. Participate in all required agency meetings, trainings, and community outreach.
20. Network with the staff of other community agencies and organizations as an advocate of children, parents and staff in the Head Start program, and provide referrals if necessary.
21. Able to help generate in-kind match.

D. OTHER RESPONSIBILITIES

1. Assume other work-related responsibilities as assigned by the Early Childhood Development Manager.
2. Ability to attend all staff and parent meetings, and periodic training sessions, meetings and special events which may be held after normal work hours or on weekends.

E. PHYSICAL REQUIREMENTS

1. This job may require sitting for long periods of time; walking; lifting at least 50 pounds; bending or kneeling.
2. This job requires the ability to safely operate a motor vehicle for travel to locations other than the assigned Head Start Center.
3. Ability to respond appropriately (both mentally and physically) to an emergency or a crisis situation.

F. REQUIRED KNOWLEDGE AND SKILLS:

1. Maintain confidentiality with participant interactions and participant records.
2. Knowledge of public and private resources in the local community.
3. Familiar with Head Start policies and procedures.
4. Ability to present ideas effectively both orally and in writing.
5. Knowledge of various software programs such as MS Word, Excel, ChildPlus, etc.
6. Maintain knowledge of Early Learning Coalition School Readiness programs and Department of Children and Families.

G. MINIMUM QUALIFICATIONS

1. Must have a minimum of a baccalaureate or advanced degree in Early Childhood Education, or; a baccalaureate or advanced degree in a related field, e.g. Social Work, Human Sciences, Psychology which includes six or more courses in Early Childhood Education and/or Child Development.
2. Five or more years' experience working with preschool children in an early childhood development program.
3. Florida Childcare and Education Program Director Credential.
4. Completed 45 hour DCF Childcare training.
5. Must have or be willing to obtain Adult and Pediatric CPR and First Aid Certifications within 60 days from date of hire.
6. Familiarity with anti-poverty programs.
7. Capable of planning activities to meet the individual and group needs of children.

8. Must have a valid State of Florida issued driver's license and be able to be insured by the organization.
9. Must pass all background screenings: local, state, federal and drug testing.

H. EMPLOYMENT CONDITIONAL UPON RESULTS OF THE FOLLOWING:

- Verification of education credentials including transcript(s)
- Verification of DCF training transcript
- Criminal History Level II Background Clearance
- Physical and TB screen upon conditional offer to hire
- Successful drug and alcohol screening

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

SITION TITLE:	EARLY CHILDHOOD DEVELOPMENT SUPPORT SPECIALIST
DEPARTMENT:	HEAD START
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY

The Early Childhood Development Support Specialist works under the supervision of the Early Childhood Development Manager to assist by providing resources; keeps and maintains confidentiality of records on staff and children; serves as a liaison between Head Start and Department of Children and Families; tracks educational services; oversees maintenance of facilities; secures bids for repairs and purchases associates with facilities; assist in creating reports; participates in interviewing and hiring staff, serves on IT committee, conducts playground safety inspections, and assist with monitoring.

B. AUTHORITY

The Early Childhood Development Support Specialist reports to the Early Childhood Development Manager.

C. PRIMARY RESPONSIBILITIES

1. Providing resources for staff as needed.
2. To maintains confidentiality of records on staff and children.
3. To track staff information including credentials information, trainings, medical, assignments etc. in Child Plus.
4. Completes all child care licensing applications for Department of Children and Families.
5. Serves as a liaison between Head Start and Department of Children and Families, Early Learning Coalition and other community agencies.
6. Coordinates annual fire inspections for all Head Start centers.
7. Coordinates annual inspections of fire extinguishers and security systems.
8. Ensures all teaching staff obtains and maintains the proper credentials and background screenings.
9. Coordinates First Aid and CPR training for staff.

10. Researches and locates various trainings for teaching staff to participate in to ensure all staff meets the mandates annual in-service requirements.
11. Tracks medical information for staff and ensures compliance with Head Start and DCF requirements
12. Assist with the planning of Pre-service and In-service training.
13. Secures trainers and facilities for pre-service and in-service trainings.
14. Track educational services delivered to children enrolled in the Head Start Program in Child Plus.
15. Serve on the Early Childhood team.
16. Record minutes on meeting as requested by the Early Childhood Development Manager.
17. Oversee maintenance of facilities and ensure compliance with federal, state and local regulations.
18. To identify appropriate community resources for developmentally appropriate fieldtrips for preschool age children and schedule trips for the various classes.
19. Secures bids for repairs and purchases associates with facilities.
20. To serve as the administrator for Teaching Strategies GOLD.
21. Coordinate with contractors to ensure services are delivered in a timely manner.
22. Assist in aggregating, analyzing and interrupting Teaching Strategies GOLD child outcomes data.
23. Assist in creating reports as required by Early Childhood Development Manager.
24. Participates in the interviewing and hiring of staff
25. Serves as the Head Start representative on the agency's IT committee.
26. Conducts playground safety inspections
27. Assist with monitoring of various service delivery areas.
28. Other duties as assigned by the Early Childhood Development Manager.

D. PHYSICAL/ MENTAL ABILITIES AND PROCESSES

16. Very strong organizational skills.
17. Strong written and verbal communication skills,
18. Demonstrated leadership abilities.
19. The ability to work effectively and efficiently with individuals and groups, both internal and external.
20. Ability to maintain records on a computerized child/family tracking system.
21. Ability to respond appropriately (both mentally and physically) to an emergency or a crisis situation.
22. Frequently driving to various sites on agency business.
23. Knowledge of and ability to assess, analyze and interpret Head Start Performance Standards, NAEYC Standards and State and local licensing requirements.

24. Ability to work as a cooperative and supportive team member.
25. Ability to exercise discretion in handling confidential information and materials.
26. Intermediate knowledge of computer applications, including word-processing software in a Windows environment and the ability to learn and master other computer technology/software programs as needed.

E. QUALIFICATIONS

Bachelor's Degree or higher; preferably in education.

Knowledge of childcare rules and regulations, Head Start Performance Standards, Head Start Act and NAEYC Standards.

Working knowledge of modern office communications systems: E-mail, voice mail computers, fax, photocopy, etc.

Ability to maintain records on a computer system or willing to learn.

Access to a privately owned vehicle with liability insurance for use in completing work responsibilities as required.

Must have or must obtain Pediatric CPR and First Aid Certifications within 90 days from date of hire.

Bilingual in English and Spanish desirable, but not required. The primary language in the workplace is English.

F. EMPLOYMENT CONDITIONAL UPON RESULTS OF THE FOLLOWING

Criminal History Background Clearance.

Physical and TB screen upon conditional offer to hire.

Successful Drug and Alcohol Screening.

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	SPECIAL SERVICES SUPPORT SPECIALIST
DEPARTMENT:	HEAD START
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Special Services Support Specialist is responsible for planning and administering the disabilities and mental health program services for children and families. Services must be coordinated with staff in other service areas, and must include ongoing assessment of the quality of services provided. Planning and administration of the disabilities and mental health services must be individualized for children and families with disabilities.

B. AUTHORITY

The Early Childhood Development Support Specialist reports to the Early Childhood Development Manager.

C. JOB DUTIES and RESPONSIBILITIES

1. Plan, develop and administer the Disabilities and Mental Health program service area, ensuring an integrated and comprehensive system of services for children with disabilities and their families.
2. Identify children in need of services and ensure necessary screenings, referrals and evaluations are completed in a timely manner.
3. Ensure LEA Agreements are current and up to date in regards to mandates.
4. Work with LEA to ensure mandatory deadlines are met.
5. Ensure the required 10% of enrollment are children with identified disabilities.
6. Provide training and guidance to staff, parents, and community on a variety of pertinent topics in the area of disabilities and mental health.
7. Ensure on-going monitoring, tracking, follow-up and analysis of disabilities and mental health services.
8. Maintain record keeping and reporting systems, including service area plan, schedules, timelines policies and procedures for disabilities and mental health services in accordance with Head Start Performance Standards and applicable laws and regulations.
9. Ensure coordination of communication with staff, parents, program consultants and community to enhance services to children and families.
10. Oversee work tasks and activities within the Disabilities and Mental Health Services department to ensure the full delivery of integrated service.
11. Collaborate with state and community partners for recruitment to enhance disabilities services.
12. Participates on related community boards and committees.
13. Conducts CLASS Observations
14. Maintain CLASS reliability.
15. Maintain contracts with therapist and consultants.
16. Oversee therapist and consultants to ensure compliance with regulations as well as program policies and procedures.
17. Oversees the Special Services Advisory Committee
18. Ensure effective transition planning for children with disabilities and their

families.

19. Assist in planning and preparing special events or activities.
20. On-going professional development through education, role modeling, mentoring, and training.
21. Assist in the recruitment of children with identified disabilities.
22. Ability to travel throughout program area on a regular basis.
23. Maintain confidentiality in accordance with Agency policy and legal requirements.
24. Respect and maintain rights and privacy of all staff, parents, and children.
25. Attend mandated trainings and meetings, and seek out staff development opportunities.

D. PHYSIC/MENTAL ABILITIES AND PROCESSES:

- Physical capability, strength and coordination adequate to work with preschool children.
- Computer literacy (Word processing, database and spreadsheets, Internet and e-mail use required).
- Ability to maintain records on a computerized child/family tracking system.
- Ability to visually assess the health and behaviors of children.
- Frequent significant decisions to assure developmental progress of children.
- Demonstrated ability to supervise preschool children and ensure a safe learning environment including the ability to monitor and respond to events going on at all times in classroom, outdoor play areas and on field trips. This includes the physical ability to move quickly in order to respond to children who are very active and may need redirection or restraint in order to ensure their safety or the safety of others in the environment.
- Ability to respond appropriately (both mentally and physically) to an emergency or a crisis situation.
- Occasional driving for home visits sometimes in outlying areas.
- Occasional lifting in excess of 50 lbs., occasionally placing children into seats and ability to carry or drag a child in an emergency situation to a safe area.
- Daily kneeling, stooping, bending, and sitting on the floor to attend to children's needs.
- Work as a team member with all staff and maintain a positive work ethic.
- Act conscientiously in performing routine duties

E. QUALIFICATIONS:

1. Bachelor's Degree or higher in special education, social work, psychology or related
2. Experience in Early Childhood Education recommended.
3. Working knowledge of modern office communications systems: E-mail, voice mail computers, fax, photocopy, etc.
4. Ability to maintain records on a computer system or willing to learn.
5. Access to a privately owned vehicle with liability insurance for use in completing work responsibilities as required.
6. Ability to effectively communicate with community members and groups, managers, regulatory agencies, and families both individually and in group settings.
7. Must have or be willing to obtain Pediatric CPR and First Aid Certifications within 90 days from date of hire.
8. Bilingual in English and preferably Spanish desirable, but not required. The primary language in the workplace is English.
9. Ability to organize and manage time effectively, and to work independently position.
10. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

F. EMPLOYMENT CONDITIONAL UPON RESULTS OF THE FOLLOWING:

- o Criminal History Clearance.
- o Successful Drug and Alcohol Screening.
- o Successful Physical Capacities Examination and TB screen results.

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	TEACHER
DEPARTMENT:	EARLY CHILDHOOD DEVELOPMENT
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	NON-EXEMPT

A. POSITION SUMMARY

The Teacher is responsible for teaching Pre-K students as outlined in the Head Start Performance Standards. This includes setting up and maintaining the learning environment and supervising the support staff assigned to the classroom.

B. AUTHORITY

The Teacher reports directly to the Center Director. The Teacher assists in supervising the Teacher Assistants and volunteers that are assigned to him/her.

C. ESSENTIAL FUNCTIONS

1. Maintains professional attitude and loyalty to program at all times.
2. Plans and prepares the learning environment-setting up center, and preparing needed materials and supplies.
3. Prepares and implements appropriate curriculum and performance standards for individuals and small groups.
4. Plans activities and supervises classroom volunteers, substitute and staff.
5. Maintains a communicative relationship with parents and staff.
6. Plans, executes and maintains a file of lesson plans and individualization plans.
7. Attends and participates in workshops, training sessions and staff meetings.
8. Conducts ongoing observations, assessments and maintain anecdotal records for children.
9. Confers with facilitator and teacher assistance on regularly scheduled basis about classroom activities.
10. Assists center director with monthly reports to office, e.g., time sheets, food reports, etc.
11. Performs general housekeeping to maintain a safe, attractive and developmentally appropriate classroom environment for children.

12. Enforces center rules and regulations.
13. Makes periodic home visits and conducts parent conferences.
14. Works with other Service Delivery Area Specialist in integrating into Early Childhood Development and Health Services.
15. Assists in generating In-Kind Match

D. OTHER RESPONSIBILITIES

Assuming other work-related responsibilities as assigned by the Center Director/ Teacher

E. PERFORMANCE EVALUATION

The Teacher will be evaluated annually by the Center Director/Teacher

F. PHYSICAL REQUIREMENTS

This job may require sitting for long periods of time; walking; lifting at least 35 pounds; bending or kneeling.

G. PREFERRED MINIMUM QUALIFICATIONS

High School diploma and CDA and at least three (3) years' experience in day care and enrolled in Associate of Science Degree Early Childhood program with completion in two (2) years.

Demonstrates leadership capabilities.

Shows an understanding of the special needs of preschool children.

Must be able to communicate effectively.

Completed 45 hours of state mandated training.

Must pass all background screenings, local, state, FDLE and drugs.

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	SUBSTITUTE TEACHER ASSISTANT
DEPARTMENT:	HEAD START
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Substitute Teacher Assistant works cooperatively with Head Start Center staff on a consistent basis, and becomes familiar with daily classroom activities and the Head Start philosophy.

B. AUTHORITY:

The Substitute Teacher Assistant reports directly to the Education Coordinator for the Center unless otherwise assigned.

C. PRIMARY RESPONSIBILITIES

1. Friendly, warm personality
2. Able to work with young children.
3. Emotionally mature and able to follow directions.
4. Understands and likes children, displays a positive attitude, and accepts special needs of children.
5. Assists staff in carrying out daily center activities, outings, field trips and special events.
6. Assists with clerical work and clean up with staff supervision, reads stories, supervises outdoor activities, mixes finger paint, and readies art supplies.
7. Escorts children to the bathroom and helps provide a smooth change from one activity to another.
8. Prepares and supervises various activities with teaching staff.
9. Increased understanding of child development

10. Provides Adequate role model for children
11. Ability to assist in all areas of center operation which may include kitchen or clerical duties.

D. OTHER RESPONSIBILITIES

1. Must attend trainings, conferences and other educational opportunities pertinent to job, as assigned by Education Coordinator and mandated by licensing regulations.
2. Must be able to establish positive and productive relationships with children, parents, co-workers and visitors.
3. Must comply with all Agency Policies and Procedures as written in the Employee Handbook.

E. PHYSICAL REQUIREMENTS

This job may require sitting for long periods of time; walking; lifting at least 35 pounds; bending or kneeling.

F. REQUIRED KNOWLEDGE AND SKILLS:

G. MINIMUM QUALIFICATIONS

1. A High School diploma or GED.
2. Forty-five hours of DCF Licensing Regulations mandated training courses and certifications.
3. Must be present or past Head Start parent or a concerned member of the local community.
4. Must have a recent TB test and present results.
5. Must pass a Level 2 background screen.
6. Must be able to communicate effectively.

**CAPITAL AREA COMMUNITY ACTION
AGENCY POSITION DESCRIPTION**

POSITION TITLE:	FOOD SERVICE WORKER
DEPARTMENT:	HEAD START
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Food Service Worker is responsible for serving nutritious, well-balanced meals to enrollees.

B. AUTHORITY:

The Food Service Worker reports directly to the Health Services Coordinator.

C. PRIMARY RESPONSIBILITIES

1. Serve creditable family-style meals using cycle menus, including special diet menus.
2. Receive food and non-food deliveries. Check for accuracy and inspect the quality of each item.
3. Label, date and properly store items.
4. Perform food preparation tasks necessary to set up for family style meal service.
Deliver meals in a safe and timely manner to the classrooms.
6. Retrieve used/unused food, service ware and supplies from the classroom after meal service.
Return food/supplies to the kitchen.
7. Dispose of garbage each day.
8. Clean and sanitize dishes, tableware etc., in a timely manner.
9. Keep kitchen, storage and classroom areas clean and organized.
10. Keep kitchen appliances and food service equipment, containers, sinks, shelves, countertops clean and sanitized.
11. Inventory food and non-food supplies.
12. Check and re-stock classroom food and non-food supplies.
13. Order food and supplies according to planned menu, classroom nutrition activities, parent trainings and field trips.
14. Assist in planning and preparing of classroom nutrition activities.
15. Ensure food is served at safe temperature.
16. Record food, refrigerator and freezer temperatures daily.
17. Maintain, complete and submit required Head Start and USDA, DCF paperwork including menus, licensing food inspection reports, receipts, invoices and Food temperature Log Book, Refrigerator/Freezer Temperature Logs in a neat, readable, timely manner.
18. Report maintenance issues.

D. OTHER RESPONSIBILITIES

1. **Share materials and information.**
2. **Support team members and supervisor verbally and by attitude. 3.Promote positive parent and community involvement.**
3. **Participate in staff meetings, conferences, training sessions and workshops as assigned.**
4. **Demonstrate familiarity with employment policies, performance standards, work plans and objectives of agency and program.**
5. **Know USDA Child Care Food Program, Head Start and DCF requirements.**
6. **Maintain confidentiality in regards to staff and family information.**
7. **Maintain objectives and professional standards.**
8. **Improve self-skills and education.**
9. **Fulfill role as mandated reporter as stated in Child Abuse and Neglect Policy.**
10. **Be a contributory team member in a positive/productive manner.**
11. **Demonstrate commitment to mission, values and policies in the performance of daily duties.**
12. **Perform any other work-related duties as requested by your supervisor.**

E. PHYSICAL REQUIREMENTS

This job may require standing for long periods of time, walking, lifting at least 35 pounds, and bending and kneeling.

F. REQUIRED KNOWLEDGE AND SKILLS:

This job may require standing for long periods of time, walking, lifting at least 35 pounds, and bending and kneeling.

G. MINIMUM QUALIFICATIONS

1. **Must have a High School Diploma or equivalent.**
2. **Experience in institutional meal preparation.**

3. **Capable of planning and organizing food/meal related activities.**
4. **Must have a valid Florida driver's license and own transportation with liability insurance.**
5. **Must pass all background screening, local, state and FBI and drug testing.**
6. **Familiar with simple record-keeping procedure.**

H. PERFORMANCE EVALUATION

The Food Service Worker will be evaluated annually by the Health Services Coordinator.

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	HEAD START ADMINISTRATIVE ASSISTANT
DEPARTMENT:	ADMINISTRATIVE
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Administrative Assistant support to the Head Start management team in the areas of fiscal, property management and administration. This includes, but may not be limited to the oversight of maintenance for all Head Start facilities; review and process requests for purchases submitted by Program Managers to ensure compliance with Agency fiscal policy and procedures prior to approval by the Head Start Director; and, other administrative duties as assigned.

B. AUTHORITY:

The Administrative Assistant reports to the ECD Program Manager and has a secondary line of supervision by the Chief Operating Officer.

C. PRIMARY RESPONSIBILITIES

1. Learns and keeps abreast of changes to Agency fiscal policies and procedures, especially those related to procurement.
2. Oversees maintenance of Head start facilities to ensure compliance with federal, state and local regulations. Works with Quality Assurance Manager to address any violations related to maintenance and upkeep of facilities.
3. Assigns work to and supervises the Maintenance Worker to ensure day-to-day maintenance and repair requests are addressed and completed in a timely manner.
4. Processes work orders submitted by Early Childhood Development Manager or designee to ensure work is completed in a timely manner.
5. Communicates service needs to contracted janitorial vendors and reviews check lists periodically.
6. Secures bids for repairs and purchases associated with maintaining facilities.
7. Coordinates with contractors to ensure services are delivered in a timely manner.
8. Coordinates annual fire inspections for all Head Start centers.
9. Coordinates annual inspections of fire extinguishers and security systems.
10. Coordinates periodic playground safety inspections.
11. Reviews requests for purchases submitted by Program Managers to ensure they are in compliance with Agency purchasing policy, and that budget is available for the purchase. Prepares Authorization for Payment (AFP) for Head Start Director's approval.

12. Reviews budget monthly with Head Start Director to ensure purchases were properly coded and in alignment with budget allocation.
13. Orders, distributes and inventories general office supplies for administrative office.
14. Coordinates with Office Manager on any issues with office systems in administrative office or Head Start centers. This may include security, telephone, IT and office equipment.
15. Greets and assists visitors of Head Start administrative office to ensure they are directed to appropriate staff member.
16. Assist staff with coordination of travel arrangements and reimbursements as needed.
17. Set up meetings and take minutes as requested by Head Start Director.

D. OTHER RESPONSIBILITIES

Any other duties as assigned by the Head Start Director or the Chief Operating Officer.

E. PHYSICAL REQUIREMENTS

1. Ability to sit for long periods of time
2. Walking; lifting at least 35 pounds; bending and kneeling.

F. REQUIRED KNOWLEDGE AND SKILLS:

1. Very strong organizational skills.
2. Strong written and verbal communication skills,
3. Demonstrated leadership abilities.
4. The ability to work effectively and efficiently with individuals and groups, both internal and external.
5. Ability to respond appropriately (both mentally and physically) to an emergency or a crisis situation.
6. Ability to work as a cooperative and supportive team member.
7. Ability to exercise discretion in handling confidential information and materials.
8. Intermediate knowledge of computer applications, including word-processing software in a Windows environment and the ability to learn and master other computer technology/software programs as needed.

G. MINIMUM QUALIFICATIONS

1. Associates degree and three years' office administration experience. Experience may substitute on year-for-year basis for required degree.
2. Working knowledge of modern office communications systems: E-mail, voice mail computers, fax, photocopy, etc.

3. Ability to maintain records on a computer system or willing to learn.
4. A valid State Issued driver's license and flexibility to frequently drive to various sites on agency business.
5. Bilingual in English and preferably Spanish desirable, but not required. The primary language in the workplace is English.
6. Criminal History Background Clearance.
7. Physical and TB screen upon conditional offer to hire.
8. Successful Drug and Alcohol Screening.

H. PERFORMANCE EVALUATION

The Administrative Assistant is evaluated annually by the ECD Program Manager and may include input from the Chief Operating Officer.

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	QUALITY ASSURANCE MANAGER
DEPARTMENT:	HEAD START PROGRAM
EXEMPT/NON-EXEMPT:	EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Quality Assurance Manager (QAM) performs advanced level work developing, implementing and maintaining and ongoing quality assurance and performance process to measure, evaluate the and assure quality performance of the Head Start program in accordance with all applicable Federal, State, and local regulations, and Head Start Policies and Procedures. This is responsible, professional work requiring technical and communications skills, independent judgment and initiative.

B. AUTHORITY

Reports directly to the Head Start Director.

C. PRIMARY RESPONSIBILITIES

1. Develops and implements a written quality assurance and performance evaluation plan in conjunction with the Head Start Director, Head Start and executive staff, Policy Council and parents.
2. Coordinates the monitoring of all aspects of the program to include direct monitoring, review of monitoring completed by the service areas, and tracking of required monitoring and the results.
3. Ensures program is in compliance with the Five Year Head Start Project requirements.
4. Reviews quality assurance standards and reports.
5. Participates in meetings and strategy sessions to stay informed on priorities, raise issues and provide feedback.
6. Performs daily examinations of program functions, system procedures, policies and day to day routine tasks.
7. Issues reports of all findings on a regular basis and provides systematic follow-up to all program functions; provides detailed reports which indicate areas of weakness, non-compliance and deficiencies.
8. Maintains contracts and Memorandums of Agreement.
9. Performs research as necessary.
10. Assists in the development of programmatic reports to include the Annual Head Start Report, Community Assessment and annual updates, and quarterly outcomes reports.
11. Works with *the* managers and their teams to ensure outcomes are measured and reported

in a timely fashion.

12. Performs field evaluations and follow-up reviews.
13. Coordinates the Annual Self-Assessment process.
14. Works closely with the Head Start Director on Fiscal and Administrative issues.
15. Conducts monitoring at all Head Start facilities.

QUALITY ASSURANCE MANAGER

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16. Completes/follow-up on corrective action plans.
17. Develops policies and procedures based on program data and findings.
18. Coordinates with internal and external programs regarding quality assurance and training activities.

D. PERFORMANCE EVALUATION

The Quality Assurance Manager will be evaluated annually by the Head Start Director.**PHYSICAL REQUIREMENTS**

This job may require sitting for long periods of time; walking; lifting at least 35 pounds; bending or kneeling.

E. MINIMUM QUALIFICATIONS

- Bachelor's degree from an accredited institution in Human Services, Health, Public or Business Administration or a closely related field. Master's degree preferred.
- Two (2) years of experience in project management or quality assurance. Experience in Head Start is preferred.
- A valid Florida driver's license, insurance and access to a vehicle.
- Must be able to pass all background screenings, local state, FDLE and drug.

F. KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of federal, state and local government procedures and guidelines.
- Knowledge of Early Childhood Education and child care facilities.
- Knowledge of program philosophy, goals and objectives.
- Ability to analyze information and evaluate results to select the best solution and solve problems.
- Ability to demonstrate the capability of working under pressure while remaining professional, exhibiting an upbeat attitude, and organizing and planning efficiently.
- Ability to demonstrate skill in problem solving, motivating change, time management, documentation, organizational, and teamwork skills.
- Ability to operate a personal computer.
- Knowledge of a variety of computer software applications in word processing, spreadsheet, presentation and database software (including MS Word, Excel, and PowerPoint). Knowledge of ChildPlus database and Teaching Strategies Gold is preferred.
- Ability to navigate the Internet.

QUALITY ASSURANCE MANAGER

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- Ability to communicate with people within and outside the organization, representing the organization to customers, providers, and other external sources using effective listening and
- cultural sensitivity skills. This information can be exchanged in person, in writing, by telephone, or e-mail.
- Ability to work and communicate with people from various multi-cultural backgrounds and socio-economic levels. Sensitivity to the needs, abilities, beliefs, and attitudes of individuals within and outside the Agency, including but not limited to clients and co-workers.

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	EMERGENCY SERVICES MANAGER
DEPARTMENT:	EMERGENCY SERVICES
EXEMPT/NON-EXEMPT:	EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY

The Emergency Services Manager is responsible for the administration and implementation of the emergency services programs administered by Capital Area Community Action Agency, Inc. (Community Action). Additionally, this position is responsible for the supervision of intake staff to insure the accomplishment of program goals and compliance with all funding source requirements.

B. AUTHORITY

The Emergency Services Manager reports to the Family Support Services Director.

The Emergency Services Manager is responsible for the supervision of Intake Workers.

C. PRIMARY RESPONSIBILITIES

1. Program administration and supervision for the Low Income Home Energy Assistance Program (LIHEAP); Project Share and other emergency services programs administered by Community Action
2. Direct supervision and evaluation of Intake Workers.
3. Program oversight to insure compliance with contractual agreements and delivery of quality client/customer services.
4. Maintain close working relationship with Head Start Family Advocates to facilitate the coordination of services to Head Start participants.
5. Develop and implement plan for ongoing staff development to insure employees have skills to meet program objectives
6. Develop timely program reports for Chief Executive Officer, Board of Directors and funding sources.
7. Participate in ongoing professional development to remain informed on program requirements.
8. Oversee and monitor program budgets and expenditures.
9. Make annual recommendations for program budget and/or contract modifications.

D. OTHER RESPONSIBILITIES

Fulfill other duties and responsibilities as directed by the Family Support Services Director.

E. PERFORMANCE EVALUATION

The Emergency Services Manager will be evaluated by the Family Support Services Director.

The Intake Workers will be evaluated by the Emergency Services Manager.

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

EMERGENCY SERVICES MANAGER

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F. PREFERRED MINIMUM QUALIFICATIONS

1. Graduation from a four (4) year college or university and at least four (4) years of progressively responsible administrative experience and supervision of staff, program and budget planning, monitoring.
2. Proficient in the use of Microsoft Office products (Word, Excel, Outlook, PowerPoint).
3. A Masters in Social Work (MSW) or related degree may be used to meet part of the supervision /administrative experience requirement.
4. Working knowledge of federal and state anti-poverty programs and compliance requirements, skills in multi-agency (interagency) collaboration

G. OTHER RESPONSIBILITIES

Performs other related duties as assigned.

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	INTAKE SUPERVISOR
DEPARTMENT:	EMERGENCY SERVICES
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL TIME

A. POSITION SUMMARY:

Provides administrative support to and supervision of the Intake Workers in the Emergency Services Department. Works closely with Emergency Services staff to ensure timely processing of client applications, and reviews them for accuracy and program eligibility.

B. AUTHORITY:

Reports to the Emergency Services Program Manager (ESPM).

This position is responsible for the supervision of the Intake Workers and the Receptionist.

C. PRIMARY RESPONSIBILITIES

1. Supervise the Intake Workers and the Receptionist. This includes approving leave requests and regular performance evaluations.
2. Oversee the daily operation of the front desk to ensure it is covered when the Receptionist is on breaks or absent.
3. Responsible for the daily assignment of client applications to the Intake Workers to assure timely contact and resolution.
4. Responsible for conducting file reviews to assure contractual funding requirements are met and files are accurate.
5. Assist Intake Workers to assess client need, determine eligibility, suggest alternative solutions and authorize service exceptions.
6. Assist Intake Workers with resolving client issues, and working with difficult customers.
7. Provide great customer service to clients and staff. Ensure staff receive annual customer service training.
8. Assist ESPM in operating a help desk to assist all Agency staff using Shah NewGen and any successor database.
9. Compare and reconcile client database with Finance Department records.
10. Assist ESPM in training of new Intake Works and other department staff.

11. Provide back-up for functions of the Data Specialist position as necessary.
12. Assist Intake Workers with review and resolution of client issues as necessary.
13. Prepare monthly LIHEAP Applications Processed and Error reports and assist ESPM in training on any issues noted as needed.
14. Perform general clerical duties to include, but not limited to; photocopying, faxing, mailing, ordering supplies and filing.
15. Perform any other duties assigned and deemed necessary for the effective and efficient operation of the agency.

D. OTHER RESPONSIBILITIES

Assume other work-related duties as assigned by the ESPM.

E. PHYSICAL REQUIREMENTS

1. Must be able to lift 25 pounds.
2. Must be able to sit for periods of time using a computer keyboard and mouse for data entry.

F. REQUIRED KNOWLEDGE AND SKILLS

1. Ability to learn and use a range of computer software
2. Strong time management skills; organized and detail oriented.
3. Knowledge of grant funding procedures and applicable Federal, State and other funding and reporting requirements.
4. Ability to communicate effectively, both orally and in writing.
5. Ability to provide guidance to people with a wide range of backgrounds, training and experience
6. Ability to prepare detailed reports
7. Can work independently to think and problem solve creatively, as well as integrate into a team
8. Proficiency with Microsoft Office (Word, Excel, Outlook)
9. Ability to analyze report entries for compliance with budget and funding guidelines.
10. Records maintenance skills.
11. Basic knowledge of mathematics to make calculations and to balance and reconcile numerical figures
12. Database management skills.
13. Knowledge of Federal, State and other required funding reporting mechanisms.
14. Ability to provide technical assistance to staff in data management and reporting.

G. MINIMUM QUALIFICATIONS

1. Bachelor's Degree, or Associates Degree with at least 3 years of comparable grant management or information systems experience in a non-profit organization.
2. At least (3) years of experience working with federally or state funded social services type programs, and experience in the required reporting and statistical data collection responsibilities associated with such programs.

H. PERFORMANCE EVALUATION(S)

1. This position is evaluated annually by the Emergency Services Program Manager.
2. This position provides input to the ESPM for the performance evaluations for the Data Specialist position.

CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION

POSITION TITLE:	DATA CONTROL COORDINATOR
DEPARTMENT:	EMERGENCY SERVICES DEPARTMENT
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL TIME

A. POSITION SUMMARY:

Provides administrative support to Family Support Services Programs by working closely with program managers and staff to ensure accurate financial reporting and procedural compliance on all grants (LIHEAP, CSBG, WAP)

B. AUTHORITY:

Reports to the Chief Operating Officer

C. PRIMARY RESPONSIBILITIES

1. Provide the CEO, COO and Program Managers with the necessary data for accurately submitting the annual, quarterly, and monthly reports to assure Agency contractual compliance for all agency programs and services.
2. Conduct file reviews to assure consistent and contractual funding requirements are met and files are accurate.
3. Assist Program Managers to update program information, prepare reports and to monitor the collection and entering all grant data as required by funding sources.
4. Assist Program Managers regarding agency priority assistance policies and availability of agency and community resources.
5. Operate a help desk to assist all Agency staff using cmTools and any successor database.
6. Interface with the cmTools and any successor database to resolve issues and facilitate upgrades or database changes.
7. Compare and reconcile client database with Finance Department records.
8. Perform general clerical duties to include, but not limited to; photocopying, tracing, mailing and filing.
9. Perform any other duties assigned and deemed necessary for the effective and efficient operation of the agency.

D. OTHER RESPONSIBILITIES

Assume other work-related duties as assigned by the Chief Operating Officer.

E. PHYSICAL REQUIREMENTS

1. Must be able to lift 25 pounds.
2. Must be able to sit for periods of time using a computer keyboard and mouse for data entry.

F. REQUIRED KNOWLEDGE AND SKILLS

1. Ability to learn and use a range of computer software
2. Strong time management skills; organized and detail oriented.
3. Knowledge of grant funding procedures and applicable Federal, State and other funding and reporting requirements.
4. Ability to communicate effectively, both orally and in writing.
5. Ability to provide guidance to people with a wide range of backgrounds, training and experience
6. Ability to prepare detailed reports
7. Can work independently to think and problem solve creatively, as well as integrate into a team
8. Proficiency with Microsoft Office (Word, Excel, Outlook)
9. Ability to analyze report entries for compliance with budget and funding guidelines.
10. Records maintenance skills.
11. Basic knowledge of mathematics to make calculations and to balance and reconcile numerical figures
12. Database management skills.
13. Knowledge of Federal, State and other required funding reporting mechanisms.
14. Ability to provide technical assistance to staff in data management and reporting.

G. MINIMUM QUALIFICATIONS

1. Bachelor's Degree or at least 3 years of comparable grant management or information systems experience in a non-profit organization.
2. At least (3) years of experience working with federally or state funded social services type programs, and experience in the required reporting and statistical data collection responsibilities associated with such programs.

H. PERFORMANCE EVALUATION

3. This position is evaluated annually by the Chief Operations Officer.
4. This position conducts annual performance evaluations for the Community Services Data
5. Specialist position.

**CAPITAL AREA COMMUNITY ACTION
AGENCY POSITION DESCRIPTION**

POSITION TITLE:	INTAKE WORKER
DEPARTMENT:	EMERGENCY SERVICES
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Intake Worker will be directly responsible for providing emergency services for clients. He/she will utilize proper referral to secure appropriate services.

B. AUTHORITY

The Intake Worker reports directly to the Intake Supervisor Manager.

C. PRIMARY RESPONSIBILITIES

1. Responsible for daily scheduled appointments for all programs assigned to their service area.
2. Maintain daily client sign-in sheet that is visible to clients, dated and labeled with county name.
3. Interview program clients to identify crisis and determine eligibility for assistance.
4. Interpret and apply guidelines and regulations of programs.
5. Assist clients with understanding and completing application documentation.
6. Provide information regarding other social services available in the community.
7. Make home visits to prospective applicants that are homebound.

D. PERFORMANCE EVALUATION

The Intake Worker will be evaluated annually by the Intake Supervisor.

E. MINIMUM QUALIFICATIONS

1. High School diploma/GED with one year experience in customer service/human service related programs.
2. Reliable transportation and valid Florida driver's license.
3. Proficient in the use of Microsoft Office products (Word, Outlook)
4. Must be able to accurately prepare forms, compile documentation and record client information in the agency's automated client tracking system.

F. OTHER RESPONSIBILITIES

Assume other work-related duties as assigned by the Intake Supervisor.

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	FAMILY SERVICES CASE MANAGER
DEPARTMENT:	FAMILY SERVICES DEPARTMENT
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Family Services Case Manager is responsible for assisting the families enrolled in the agency's Family Self Sufficiency Program (FSSP) to develop and implement a plan to address employment, housing, educational, social and other challenges in order to become self-sufficient.

B. AUTHORITY

The Family Services Case Manager reports directly to the Family Self Sufficiency Program Manager.

C. PRIMARY RESPONSIBILITIES

Interview and determine eligibility of individuals for enrollment in the Family Self Sufficiency Program (FSSP), and make recommendations for new FSSP enrollees.

1. Conduct a family assessment of individuals and family members accepted into the FSSP to compile information on social, educational, criminal, drug or institutional history.
2. Assess any emergency services needed by the FSSP client and coordinate for immediate service delivery. Ensure that FSSP client is aware of all possible services.
3. Using the family assessment, help the client develop a work plan for self-sufficiency to include goals and timelines with completion date from one to three years.
4. Prepare a Financial Independence Plan Agreement with the client.
5. Identify, develop and maintain partnerships with other community agencies including, but not limited to:
 - a. employment assistance agencies
 - b. employers for job and referrals for FSSP On-the-Job Training participants
 - c. child support, food stamp and social security application offices
 - d. low-income housing and housing authorities
 - e. local realtors to assist with affordable housing rental and purchase
 - f. child care service programs and providers,
 - g. food banks and other family support services,
 - h. local car repair service providers and other applicable transportation services

1. Adult education center, area community college and vocational technical center contacts for:
 - enrollment requirements and semester start/end dates
 - career guidance (potential earnings for various programs of study)
 - financial aid

FAMILY SERVICES CASE MANAGER

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- job placement
 - dental care
 - childcare
 - partners for micro-enterprise program
6. Use case management tracking system to develop and maintain accurate FSSP participation information.
 7. Communicate regularly with FSSP participants. Communication will include weekly phone calls and at least two in person meeting per month documented by case notes which provide an accurate report of client's status, progress, barriers, services provided and additional services needed.
 8. Conduct at least 16 hours per month of partnership building with area partners to provide comprehensive services for all Community Action clients.
 9. Plan and coordinate bi-monthly FSSP workshops and twice annually luncheon with other Family Services Case Managers and FSSP Program Manager.
 10. Promote and encourage FSSP participants to take advantage of programs offered through Community Action (i.e. On-the-Job-Training, Postsecondary Education Assistance,)
 11. Conduct outreach days at other agencies and seek out opportunities to participate in outreach events.
 12. Prepare monthly progress reports on each FSSP client, partnership building activities and outreach activities.
 13. Accurately and consistently enter all ROMA data in case management tracking system.

D. OTHER RESPONSIBILITIES

- Assume other work-related duties as assigned by the FSSP Manager or Director of Family Support Services.
- Accurately maintain FSSP client files.

E. PERFORMANCE EVALUATION

The Family Services Case Manager will be evaluated annually by the Family Self-Sufficiency Program Manager.

F. MINIMUM QUALIFICATIONS

1. An Associate's Degree and three (3) years of experience in social service programs in a position with the primary function of case management. Education and experience may be substituted on a year for year basis.
2. Must have reliable transportation and valid driver's license.

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3. Must be proficient in the use of Microsoft Office products (Word, Excel, Outlook).

G. PREFERRED QUALIFICATIONS

1. A Master's Degree in Social Work or a Bachelor's Degree in social work, sociology, psychology or related field with two years of relevant case management experience.
2. Strong interpersonal and customer service skills.
3. Bilingual a plus.

**CAPITAL AREA COMMUNITY ACTION
AGENCY POSITION DESCRIPTION**

POSITION TITLE:	ADMINISTRATIVE ASSISTANT
DEPARTMENT:	FAMILY SUPPORT SERVICES
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

The Administrative Assistant provides support for the Family Support Services Department which includes Family Self-Sufficiency, the Getting Ahead Program and the Weatherization Assistance Program.

B. AUTHORITY:

The Administrative Assistant reports to the Family Support Services Program Manager.

C. PRIMARY RESPONSIBILITIES

1. Assist with record keeping of client files, including set up and maintenance.
2. Assist in monitoring program participant files, tracking program outcomes, and reconciling client stipends.
3. Assist with preparation of periodic reports (monthly, quarterly and annual.)
4. Assist with Department marketing efforts including updating marketing materials and distributing to perspective partners and program participants.
5. Attend and assist with preparation and set-up of special events hosted by the Department.
6. Create and maintain resource and contact lists for the counties served by the program.
7. Review program applications to ensure they are complete and accurate. Ascertain that each application includes all pertinent information such as income, deed, Landlord Agreement, etc.
8. Verify eligibility of client according to program guidelines.
9. Maintain and monitor an active program waiting list, and communicate with applicants regarding their status on the list.
10. Provide clerical support to Department as needed.

D. OTHER RESPONSIBILITIES

Any other duties as assigned by the Program Manager.

E. PHYSICAL REQUIREMENTS

1. Ability to sit for long periods of time
2. Walking; lifting at least 35 pounds; bending and kneeling.
3. Ability to drive to various sites on agency business.

F. REQUIRED KNOWLEDGE AND SKILLS:

- A. Ability to maintain records on a computerized tracking system.
- B. Ability to work independently or cooperatively as a supportive team member.
- C. Ability to communicate and cooperate with diverse staff, families, various professionals and community groups.
- D. Ability to exercise discretion in handling confidential information and materials.
- E. Intermediate knowledge of computer applications, including word-processing software in a Windows environment and the ability to learn and master other computer technology/software programs as needed.

G. MINIMUM QUALIFICATIONS

1. Graduation from high school and three (3) years office experience. Higher education may be substituted for experience on a one year-for-year basis. Specific experience in social services and/or non-profits is preferred.
2. Must be able to communicate with individuals from all segments of the community.
3. Ability to follow verbal and written instructions.
4. Must be able to prepare reports and record evidences of services rendered to clients
5. Professional customer services skills and experience required.
6. Computer and data entry skills required, Microsoft Office products preferred (Word, Excel, Access, PowerPoint, Outlook)
7. Proficient writing, grammar and verbal skills a must.
8. Must be organized and dependable.
9. Good driving record to be able to be insured by agency to drive agency vehicles.

H. PERFORMANCE EVALUATION

The Administrative Assistant will be evaluated annually by the Family Support Services Program Manager.

**CAPITAL AREA COMMUNITY ACTION AGENCY
POSITION DESCRIPTION**

POSITION TITLE:	DISASTER RECOVERY CASE MANAGER
DEPARTMENT:	DISASTER RECOVERY
EXEMPT/NON-EXEMPT:	NON-EXEMPT
FULL-TIME/PART-TIME:	FULL-TIME

A. POSITION SUMMARY:

Capital Area Community Action Agency, Inc. has been awarded funds as appropriated by the Disaster Relief Act, 2019 (Public Law 116-20). The Community Services Block Grant – Disaster Relief Supplemental Funds (CSBG-DRSF) shall provide additional assistance to individuals and families in Florida who continue to have human and social services needs as a result of damage inflicted by Hurricane Michael and are unable to meet these needs through other means. This grant is scheduled to expire September 30, 2022.

The Agency is seeking four (4) Disaster Recovery Case Managers that will service the following areas: Leon/Wakulla; Franklin/Gulf; Liberty/Calhoun, and Gadsden.

B. DUTIES AND RESPONSIBILITIES

- Work with the Long-Term Recovery Groups in assigned counties to determine the eligibility and assess the needs of each family identified by the group for assistance
- Recruit, interview and determine eligibility of individuals that may be assisted by the program if additional funds are available after servicing those identified by the LTRG.
- Conduct an initial family assessment of individuals and family members to compile information on background and history, and to determine what services are needed.
- Assess any emergency services needed by the family and coordinate for immediate service delivery. Ensure that the family is aware of all possible services.
- Use case management tracking system to develop and maintain accurate service information. Case notes must be documented in the system within 48 hours of event.
- Partner with Family Services Case Managers to provide resources to families, and to enroll them in the Getting Ahead program.
- Meet with the Disaster Recovery Project Manager on a regular basis for updates on the progress of the construction to the family home. Communicate the information to the family as it becomes available. Communication will include periodic phone calls and at least one in person meeting per month documented by case notes which provide an accurate report of family's status, progress, barriers, services provided and additional services needed.
- Ability to handle telephone and electronic inquiries for the Disaster Recovery office to include fielding questions or requests, and making sure inquiries are forwarded to the appropriate staff for a timely response. Also following up to ensure the response is given.
- Prioritize conflicting needs; handle matters expeditiously; and follow-through on projects to successful completion, often with deadline pressures
- Develop and sustain a level of professionalism among staff and clientele

- Adhere to compliance with all applicable rules and regulations
- Perform other related duties and tasks as assigned

The above functions are intended to describe the general nature and level of work to be performed by the person assigned to this position. They are not intended to be construed as an exhaustive list of all duties and responsibilities of the position.

C. JOB QUALIFICATIONS:

- Excellent computer skills, including proficiency in Microsoft Office and online databases.
- Strong organizational and analytical skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- Superior written and verbal communication skills.
- Highly resourceful team-player with the ability to work independently as well.
- Must be available to travel between counties as necessary. Agency vehicle will be provided.
- Must be fluent in English (both written and spoken); bilingual Spanish and/or Creole is a major plus.

D. EDUCATION AND OTHER EXPERIENCE:

- Associate's degree and minimum of 3 years of experience in case management or vocational rehabilitation.
- Bachelor's degree may substitute for 2 years of experience.
- Experience with disaster recovery program management; Social Services Block Grant (SSBG), HUD, CDBG, CDBG-DR, and/or FEMA programs is a plus.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. Must have excellent computer skills and knowledge of relevant software (i.e., basic HTML functions, MSOffice Suites, Internet Explorer). Candidate must have exceptional communication skills – written and verbal. Must be able to maintain confidentiality of customer information and records according to legislated and policy requirements. Must demonstrate ability to work with key stakeholders including: Federal, state, and community organizations, as well as political affiliates. Must be able to gather information, problem solve, plan and organize. Must be able to adapt in a fast-paced, changing environment, and have excellent customer service skills

E. OTHER:

Background check and drug screen required. Must have valid driver license with good driving record, and proof of personal vehicle insurance.