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| Job Title: | **Program Service Coordinator** |
| Department: | **Child & Family Development** |
| Reports to: | **Early Head Start Program Manager** |
| Grade: | **CM** |
| Supervises: | **Child Family Specialist and Family Engagement Specialist**  |
| FLSA Status: | **Exempt** |
| Prepared by: | **EHS Program Manager** |
| Date: | **March 30, 2021** |
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| Purpose: Responsible for the monitoring, support and supervision of all Early Head Start Child Family Specialists and Recruitment and Health Specialists in an assigned geographic area to ensure that enrolled EHS children and their families receive high quality services that meet all state and federal programmatic requirements. |
| Position Objectives:* To promote and support teaming, collaboration, and cooperation among EHS staff delivering services.
* To engage EHS staff in a cycle of continuous quality improvement.
* To ensure the compliance with all state and federal programmatic requirements.
* To support staff in their training and professional development goals.
* To represent NMCAA in a professional, supportive, and knowledgeable manner.
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| Essential functions:***Eligibility, Recruitment, Selection, Enrollment and Attendance**** Monitor program wait lists and maintenance of full program enrollment for EHS and HS.
* Responsible for monitoring applications for accuracy and completeness.
* Provide guidance when needed in the selection and enrollment of EHS children.
* Monitor EHS attendance and address attendance issues with staff when needed.

***Education and Early Childhood Development**** Demonstrate knowledge and understanding of current best practices in the fields of Early Childhood Development and Relationship-Based Practice to support program outcomes.
* Conduct observations of EHS home visits, to provide staff support, on-site training, and program monitoring.
* Assist in procedures established for identifying and serving EHS children with diagnosed delays.
* Working knowledge of all screening and assessment tools utilized by Early Head Start.
* Knowledge and understanding of the Early Learning Outcomes Framework.

***Child Health and Safety**** Monitor health requirement completion rates for enrolled EHS/HS children in designated geographic area. Address barriers with staff and management as needed.
* Responsible for ensuring that staff are meeting health and safety guidelines during family engagement activities, promoting home safety, and utilizing program tools designed for these purposes.

***Community Partnerships**** Promote Head Start programs throughout the community by being an active member of appropriate organizations and providing information to groups about Early Head Start and Head Start.
* Responsible for collaboration with local health departments to ensure their understanding of EHS/HS health requirements and address barriers preventing families from meeting these requirements.
* Oversight of staff roles, responsibilities and expectations as a community partner and agency representative.

***Family Partnerships**** Ensure staff are supportive, timely and follow program procedure in their work with children/families transitioning into the next school readiness setting.
* Knowledge and understanding of the Head Start Parent, Family and Community Engagement Framework and the Strengthening Families/Five Protective Factors Framework.

***Facilities, Materials and Equipment**** Ensure all socialization sites meet the NMCAA EHS Safe Environment checklist in collaboration with the Early Head Start Mentor/Coach and Socialization Specialists.
* Approve appropriate materials and equipment requests received from staff in accordance with administrative guidance.

***Management Systems and Procedures**** Familiarize self with the Performance Standards and related goals and objectives of the Program Plan. Communicate to staff the importance of meeting Performance Standard requirements through the implementation of the Program Plan.
* Arrange for and facilitate hiring staff for assigned geographic area.
* Seek the expertise of Management Team Members to assure the integration of services in each program option.
* Assist in the development of policies and procedures.
* Recap monthly with staff to monitor staff documentation requirements (disability, in-kind, home visit plans, family plans recruitment/enrollment, and social service) and provide purposeful, timely feedback.
* Conduct staff Annual Pre-Service Orientation Training (APOT) and oversee individual staff professional development plans.
* Help assess, coordinate, conduct, and monitor appropriate staff trainings and meeting agendas.
* Keep staff abreast of program information through written and verbal communications.
* Process time and expense sheets for assigned staff.
* Provide supervisory job performance feedback through scheduled probationary, evaluation and disciplinary periods.
* Utilize the tools of Reflective Practice to staff to build positive, reflective supervisory relationships.
* Attend and actively participate in all required meetings.
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| **Measured by:*** The accuracy and timeliness of completed work.
* The quality of services provided.
* Feedback from agency leadership, staff, community partners and families.
* Flexibility to adjust to situations and react as necessary for the betterment of the agency.
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| **Minimum Education:*** Bachelor’s degree or equivalent in child development, human services, or related field.
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| **Minimum Experience:*** Prior experience working with low income/at-risk families.
* Strong teamwork skills which balance team and individual responsibilities.
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| **Essential Abilities:*** A commitment to the NMCAA philosophy, mission, and Cornerstones of Culture.
* Ability to maintain confidentiality.
* Ability to interact positively with co-workers and clients in a non-judgmental, tactful and courteous manner.
* Ability to suggest innovative approaches in completing job responsibilities.
* Ability to work openly and cooperatively as a team member.
* Ability to perform physical tasks to carry out specific job duties.
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| **Minimum Skills Required:*** Ability to meet the State of Michigan and federal background check requirements.
* Ability to meet the State of Michigan physical and TB examination requirements.
* Knowledge of basic computer skills and office equipment.
* Effective interpersonal, written and verbal communication skills.
* Strength-based approach in working with staff and families.
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| **Minimum Physical Expectations:*** Physical activity that requires keyboarding, sitting, phone work and filing.
* Physical activity that requires travel by car.
* Physical activity that requires lifting less than 25 lbs.
* Physical activity that requires bending, stooping, reaching, climbing, knelling and/or twisting.
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| **Minimum Environmental Expectations:*** Routine use of standard office equipment such as computers, phones, copiers, filing cabinets and fax machines.
* Possible exposure to blood and bodily fluids.
* Possible exposure to communicable diseases.
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