

PROGRAM SPECIALIST

- FAMILY SERVICES

Housing & Human Services | Head Start



JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Program Specialist – Family Services is responsible for the implementation and oversight of the Family Involvement and Family & Community Partnerships components of the Head Start Program.

JOB OVERVIEW

PAY TYPE

Exempt (Salaried)

SCHEDULE

Monday to Friday

LOCATION

Housing & Human Services

REPORTS TO

Head Start Administrator

PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

WORK ENVIRONMENT

Collaborative and community-focused environment that includes office settings, Head Start centers, and outreach locations, requiring both administrative work and direct engagement with staff, families, and external partners.

EMERGENCY EVENTS

Required to work during emergency events.

REQUIREMENTS

Valid Louisiana driver's license

In this role, the incumbent will be expected to coordinate services for children and families, facilitate parent engagement, and foster strong community partnerships to enhance program outcomes.

The Program Specialist – Family Services provides leadership, training, and support to Family Workers across all Head Start classrooms.

JOB DUTIES

- Oversee and guide the implementation of the Family Involvement and Family & Community Partnerships components in accordance with Head Start Performance Standards.
- Supervise and monitor the Family Partnership Process across all Head Start classrooms, ensuring consistency and quality of services.
- Provide leadership, training, and ongoing support to Family Workers responsible for delivering family services.
- Develop and manage Family Partnership Agreements, advocate for families, and coordinate services to meet the needs of children and families.
- Collaborate with other Program Specialists to ensure integrated and comprehensive service delivery.
- Collect, evaluate, and report Family Services and Parent Involvement data to the Head Start Administrator.
- Assist in the preparation and ongoing updates of the Program Information Report (PIR) throughout the program year.
- Support the Head Start Administrator in data collection for Self-Assessment, Community Assessment, and other survey activities.
- Plan and implement creative programs and community engagement projects to support family involvement and contribute to the program's non-federal share.
- Organize and facilitate meetings with staff, parents, and community partners to promote collaboration and engagement.
- Train Parent Committee members on parliamentary procedures and their roles within the Head Start Program.
- Participate in case management meetings to assess and address the needs of children and families with disabilities or special needs.
- Maintain accurate and up-to-date documentation, including family contact records, goal-setting tools, and resource lists in ChildPlus and Excel.
- Monitor attendance and follow up on family-related concerns to ensure program compliance and support.
- Update and manage communication platforms such as the program's Facebook page and Parent Boards.
- Conduct ongoing monitoring of classroom practices, child release forms, and family service documentation.

JOB DUTIES CONTINUED

- Submit weekly reports to the Head Start Administrator and attend monthly leadership meetings.
- Teach CPR classes and facilitate family services-related training sessions as needed.
- Travel quarterly to meet with external partners and oversee the strengths and needs assessment process.
- Order supplies and manage resources to support family services activities.
- Attend and complete all required annual trainings, food safety, universal precautions, CPR certification, and CLASS observer renewal.
- Participate in family services conferences and professional development opportunities.
- Assist with recruitment, registration, application intake, and verification as needed.
- Respond to storm events and emergency situations, providing support to families and staff.
- Create and implement special projects and initiatives as assigned by the Head Start Administrator.
- Train new employees and support onboarding processes related to family services.
- Participate in quarterly One-on-One meetings with Supervisor.
- Complete all required annual trainings—including ethics, harassment prevention, diversity, and cybersecurity—in accordance with organizational and regulatory standards.
- Ensure all duties and responsibilities are performed with integrity, professionalism, and in good faith, consistently upholding and protecting the interests, reputation, and assets of the Parish government.
- Perform any additional task as required by Supervisor.

SKILLS AND QUALIFICATIONS

- **Leadership Skills:** Demonstrates initiative and accountability in managing family service communications and supporting Family Workers.
- **Time Management:** Prioritize and manage daily, weekly, monthly, and annual responsibilities while responding promptly to communications and urgent needs.
- **Analytical Skills:** Ability to review family contact information and attendance data to identify trends or concerns requiring follow-up.
- **Communication Skills:** Clearly and professionally convey information to families, staff, and external partners through meetings, reports, and ongoing correspondence ensure consistent engagement.
- **Organizational Skills:** Maintains accurate records, monitor compliance documentation, and update family goals and resource lists in designated systems to ensure smooth and efficient operations while ensuring compliance with Head Start reporting and assessment requirements.
- **Technical Skills:** Proficient in utilizing software systems such as KidKare, ChildPlus, social media platforms and Microsoft Office applications to manage data and share program updates.
- **Qualifications:**
 - Bachelor's degree in social work, human services, education, or a related discipline, as required by Head Start Performance Standards (HSPPS 1302.91(d)(1)).
 - Minimum of at least two (2) years of experience working in federal programs and/or social services, with a focus on family engagement or community partnerships.

