

Region IX Education Cooperative

EHS Program Assistant & Family Service Coordinator Job Description

Position Title: Early Head Start Program Assistant & Family Service Coordinator
Program: Early Head Start (EHS)
Reports To: Head Start/EHS Director
Work Day: Minimum 7.5 hours daily
Contract Days: 220
Salary Schedule: HS/EHS Coaches & Coordinators

Essential Functions

1. Represent REC IX and its programs and its member districts in a positive manner, interacting with the general public and colleagues.
2. Adhere to applicable federal and state law and local policies and regulations for public education entities, including but not limited to 6.60.9 NMAC (Code of Ethics) (for example, IDEA, Department of Health, Head Start Performance Standards, FERPA, HIPAA, NAEYC, Licensing, etc.).
3. Communicate positively and effectively with parents, children, colleagues, and other agency personnel while maintaining confidentiality regarding all facets of REC IX programs in compliance with FERPA/HIPAA and other federal and state confidentiality regulations.
4. Attendance on a regular basis consistent with the REC IX attendance policy is required. Attendance at mandatory REC IX or program meetings and professional development is required.
5. Promptness is required including being present in the assigned workplace at set times and on a daily basis in order to provide consistency and continuity of educational services. Promptness for mandatory REC IX or program meetings and professional development is required.
6. Proficient verbal communication skills and the ability to manage conflict in a civil, professional, and courteous manner are required.
7. The ability to demonstrate flexibility in the performance of various job functions is required.
8. Inter-departmental planning and programming collaboration is required and cross-program overflow assistance when needed. Participate in the program's planning activities including community assessment, self-assessment, goal planning, and annual program planning.
9. Maintaining an atmosphere that protects the privacy of confidential student and personnel records and information is required.
10. Understanding and compliance with the RECIX employee policy manual, R9 Head Start/EHS Policy Manual, and Timeclock system are required. Perform the functions of this position with an understanding of the Head Start Performance Standards, Head Start Act, Licensing Standards, and the program's Policies and Procedures.
11. Monitors staff and classrooms to ensure children are being supervised at all times. Provides feedback if active supervision procedures are not being implemented, and collaborates with the Education Manager if necessary.
12. Perform other related duties as assigned to ensure the efficient and effective functioning of the work unit.

EHS Program Assistant & Family Service Coordinator 6.2025

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.

Program Assistant Functions

13. Manage all front desk activities, including greeting agency visitors, enforcing sign-in safety procedures, which may include asking for picture identification, answering all incoming calls, and transferring them to the appropriate person or taking messages. Maintain excellent customer service by assisting with any needs they may have. Maintain a clean and organized work environment.
14. Perform clerical duties, such as copying fliers, monitoring office supplies and copier needs, sending faxes, ordering supplies and forms, verifying delivery of supplies, signing packing slips, translating documents, and entering requisitions for supplies and materials.
15. Provide support to the Coordinating Staff, Teachers, and Director in carrying out tasks to support the Early Head Start program including but not limited to: transportation requests and routes, enrollment processes and procedures, and PFCE activities.
16. Data entry as a Program Assistant and Family Service Coordinator, including child/family data & program data.
17. Ensure program information is updated and communicated to families. Maintain all communication efforts for Early Head Start. If applicable, translate documents for the program as needed. Assist in updating, translating, and copying the Head Start/EHS Parent Handbook and Resource guide on an annual basis.

Family Service Coordinator Functions

18. Build and maintain positive relationships with parents & families, and their children to ensure proper implementation of family services.
19. Facilitate the enrollment process by contacting new and returning families and informing them of their enrollment status. Schedule and conduct an enrollment meeting to thoroughly orient families to the program. Engage families in a Family Partnership Agreement to assist them in identifying their family strengths, needs, and goals. Provide support and create opportunities to help fulfill goals that follow family-centered services. Conduct the PFCE outcomes assessment with each family to guide the FPA goal-setting process.
20. Maintain a working knowledge of community resources and current trends in family services and ensure the delivery of social services, emergency and non-emergency services, directly or through referrals.
21. Perform Family Services that include but are not limited to: checking immunization records, adhering to EHS health and dental screening timelines, reminding parents/families of upcoming shots and screenings, maintaining child files and the child database system, attending home visits, and following up with families on their needs.
22. Plan and facilitate parent, family, and community engagement activities and events through the PFCE committee under the PFCE Coordinator. Support teachers with classroom activities and field trips throughout the year.
23. Schedule and facilitate monthly staffings with classroom teachers on caseload.
24. Complete and submit required monthly reports to the director and the Policy Council as required in a timely and accurate manner.
25. Collaborates with other staff as needed for mental health referrals and follow-ups, and children on a behavior plan.

26. Develops potty training plans with families and monitors the classroom efforts in implementing the plans with the assistance of the Health Coordinator.
27. Responds to children's three-day absences and follows up according to procedure.
28. Supports teachers as needed throughout the school day, and with classroom activities and field trips throughout the year. May be required to substitute in the classrooms if needed.
29. Assist EHS teachers in the recruitment of parent representatives to sit on the Policy Council.
30. In partnership with the Enrollment Coordinator, participate in outreach activities to recruit prospective families.

QUALIFICATIONS

Education

High School Diploma and experience in social work, family services, human services, counseling, or related field required. A credential or certification, Associate's degree, or Bachelor's degree in social work, family services, human services, counseling, or a related field is preferred but not required. Willingness to obtain a credential or certification within 18 months of hire.

Experience

Two years of case management or social work experience is preferred.

Specific Skills

Good written and verbal communication, interpersonal skills, organizational skills, time management, and computer skills. Computer experience in the areas of word, database management, email, spreadsheets, and data collection and analysis is essential. Must be able to read, write, and speak in English. Bilingual ability is required to effectively perform job duties.

Personal Characteristics

Must demonstrate dependability, cooperation, loyalty, responsible attitude, and behavior. Must demonstrate a willingness to work in a cooperative working environment in a team setting. Must be able to pass a criminal history background check before the hiring date, and complete an initial health screening and TB test. Other qualifications may be determined necessary by the Head Start Director or Executive Director.

Work Environment and physical demands include, but are not limited to:

Positions involve frequent bending, moving, lifting, and carrying material weighing up to 25-50 pounds; standing up and/or walking up to 15% of each day; exposure to high noise levels and may require the wearing of hearing protection. Physical abilities and sensory perceptions including normal acuity of hearing, adequate vision, and appropriate oral and written skills are required.

Job Description Acknowledgement

I have received, reviewed and fully understand the job description for **EHS Program Assistant and Family Service Coordinator**. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name _____ Date _____

Employee Signature _____