

**TITLE: Family Service Worker**

**CLASSIFICATION: Classified**

**SALARY GRADE: I**

**SCOPE:**

Under general supervision, provides day-to-day administrative and operational support primarily to families enrolled at the Children's Center. Provides services to students related to child center recruitment, community outreach, enrollment and orientation.

**KEY DUTIES AND RESPONSIBILITIES:**

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Serves as a primary resource to student families regarding Children's Center outreach, enrollment, and family workshops.
2. Maintains child enrollment through year-round recruitment and enrollment activities.
3. Participates in child center outreach and recruitment activities and community outreach events both on campus and at off-campus locations.
4. Builds relationships with children and families.
5. Works in partnership with children's center Director, Site Supervisor and staff to provide coordinated direct services, including resources, and attendance, health follow-up, and behavioral information.
6. Responds to inquiries from students, faculty, staff, and other parties.
7. Gathers and enters student family data, assessment, orientation attendance, enrollment, and other information into databases; generates reports for data analysis.
8. Organizes orientation activities such as scheduling sessions, developing handouts, and tracking attendance.
9. Creates marketing or informational materials including flyers, postcards, posters, brochures, etc.
10. Performs additional administrative functions such as monitoring office supply inventory and document processing.

**ABILITY TO:**

Collaborate productively and cooperatively with individuals and groups both internally and/or externally; communicate effectively, both orally and in writing; exercise appropriate judgement in interactions with others and with work processes; interact with the public in a helpful, courteous and professional manner; maintain accurate records; maintain confidentiality; and demonstrate sensitivity to, and respect for, a diverse population.

TITLE: Family Service Worker

**KNOWLEDGE OF:**

Early childhood development and appropriate practices; administrative activities such as word processing, records management, and other office procedures; relevant local, state, and federal rules and regulations, policies and procedures; and applicable technology usage, including standard office productivity software and other appropriate technology.

**QUALIFICATIONS:**

*Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)*

**EDUCATION:**

- High School diploma or GED required.
- 12 units of college-level coursework in Early Childhood Education

**EXPERIENCE:**

1+ year of related experience in an office or educational environment.

**OTHER REQUIREMENTS:**

- Proof of training and/or current and valid CPR and First Aid.
- Proof of Diphtheria, Tetanus, and Pertussis (DTaP or DTP) vaccination and Measles, Mumps, and Rubella (MMR) vaccination or an Immunity Profile Test (Titer Test). flu vaccination annually or completion of Declination of flu vaccine form.
- Must be able to perform physical activities such as, but not limited to, lifting up to 50 lbs. unassisted, bending, standing, climbing or walking.
- Must be able to work safely in an environment containing biological conditions which may be unhealthful or hazardous (such as bodily fluids and waste, germs, childhood diseases).
- Must pass fingerprint and background check for all appropriate agencies (such as FBI, Department of Justice, and Child Abuse Index Services).