

# Heartland Head Start

## PFCE Manager

### **Background Information:**

Position Title:	Parent, Family and Community Engagement (PFCE) Manager
Department:	Child and Family Services
Classification:	Manager
Location:	Central Office
Reports to:	Child & Family Services Director
Supervises:	OS-Transitions, OS-CFS (PFCE), PFCE Assistant
Schedule:	Hourly, FT, FY
FLSA:	Non-Exempt
Travel:	Routine to program sites and events
Date:	July 11, 2017

### **Purpose of Position:**

The role of the PFCE Manager is to design and implement the delivery of comprehensive parent, family and community involvement plan, which enhances the opportunity for families to become self-sufficient. This position is responsible for meeting Head Start Performance Standards. Additionally, the PFCE Manager will spearhead the community assessment, determine community strengths and needs and recommend changes, additions or deletions to the Child and Family Services Director.

### **Essential Functions:**

1. Manage the implementation of activities, programs, goals and policies designed to meet Head Start Performance Standards 1301.1 Subpart E, 1302.50, 1302.51, 1302.52, 1302.53 Subpart G, 1302.70, 1302.71, and 1302.73.
2. Coordinate the community assessment every three years (including an annual update) in a way that involves all management team members. Aggregate pertinent data to analyze community needs. Provide data to Executive Team to determine agency needs.
3. Oversee the development of active relationships with community agencies. CFS staff will participate on committees/boards of social service agencies throughout both counties served. Initiate interagency agreements with other agencies as appropriate.
4. Develop positive working relationships with local social service agencies. Act as a liaison for Heartland Head Start. Facilitate community outreach to businesses, social service agencies and other non-profits to educate or inform them about HHS services, the needs of Head Start families, and opportunities for partnerships and collaborations.
5. Develop and implement both short- and long-range plans, which will meet goals as outlined in the Heartland Head Start service plan in conjunction with the directors.
6. Develop and maintain an efficient communication and reporting system that ensures parent, family and community development accountability to parents, staff, policy council and governance board, including Program Information Reports (PIR), semi-annual, policy council monthly reports and others as specified.
7. Oversee and encourage progress toward family outcomes, building strong and effective partnerships with families. Develop positive goal-oriented relationships with our families and build on their strengths.
8. Oversee systemic approaches to family engagement rooted in the Office of Head Start (OHS) PFCE Framework, including all monitoring of progress.
9. Oversee all aspects of our Parent Child Connection and Policy Council programs, including but not limited to: recruitment, organization, leadership, training, scheduling, monitoring, etc.
10. Develop, implement and monitor the Heartland Head Start School Readiness Plan.

11. Assist with the development and implementation of a comprehensive agency outcomes plan. Establish recordkeeping and monitoring systems to ensure program quality.

**Qualifications and Job Requirements:**

- BA/BS in social, family, or human services or related degree.
- Three years' experience in working with families and community organizations in a social service setting, preferably Head Start.
- Competent computer skills including the ability to maintain an effective database for program reporting.
- Be able to work with families and colleagues from varied social, ethnic, and economic backgrounds.
- Must have reliable and insured transportation.
- Must pass DCFS background check.
- Valid Illinois driver's license, automobile insurance, and reliable vehicle transportation.

**Other Functions:**

1. Assist with staff trainings and component meetings.
2. Coordinate training for staff and parents on social service area issues and operations.
3. Participate in a minimum of one local social service organization.
4. Supervise and monitor performance of the Transitions Specialist, PFCE Specialist and PFCE Assistant providing performance evaluations annually, facilitating goal setting and staff development on job responsibilities.

**Environment:**

This position requires the employee to work in an office environment with periodic high-traffic times. Requirements include the ability to sit, talk and hear, use hands and fingers. This position should also have the ability to stoop, reach, bend at waist, feel and operate objects, tools or controls and reach with hands and arms. The employee must be able to stand for periods of time. The employee must be able to walk freely without restriction. The position requires the ability to lift and move items weighing up to twenty-five (25) pounds. This position has specific vision abilities including close vision and the ability to adjust focus.

**Performance Standards:**

Success in this position will include:

- Regular positive attendance, including promptness to all meetings, events, appointments, etc.
- Uphold a professional appearance at all times.
- Maintain a positive attitude, both in person and on the telephone.
- Cooperate with all supervisors, colleagues and staff.
- Communicate precisely, objectively, positively, and appropriately.
- Participate in community and program events to promote and provide information about the program and recruitment options.
- Be conscientious in looking for non-federal match (NFM) opportunities. Extend request for NFM in-kind donations, including goods, services and/or cash, to enhance our organization's fiscal opportunities.
- Preserve confidentiality of all program, staff and client information.
- Complete all tasks in a timely manner.
- Avoid derogatory comments about all program, staff and client families.

- Resolve program concerns and conflicts within program guidelines.
- Routinely participate in approved program-related training.
- Perform any other duties necessary to the smooth operation of the agency and its programs.

**Disclaimer:**

This document only summarizes the typical functions of the job, and is not an exhaustive or comprehensive list of all the possible job responsibilities, tasks, and duties. The actual responsibilities, tasks, and duties of the jobholder might differ from those outlined in this description and all other duties, as assigned, are part of the job. It is not an employment contract. Heartland Head Start reserves the right to modify job duties or job descriptions at any time.

**Sensitivity Statement:**

Head Start has long recognized the strengths and richness of diversity and the importance of intentional, individualized support for children and families. In this tradition, the mission of Heartland Head Start is to improve the lives of children, families and communities that we serve. We believe that the diversity of our community is a fundamental strength of our region. Our mission is best fulfilled when we embrace diversity as a value and a practice. We maintain that achieving diversity requires an enduring commitment to inclusion that must find full expression in our organizational culture, values, norms and behaviors. Throughout our work, we support diversity in all of its forms, encompassing but not limited to age, ability, status, economic circumstance, ethnicity, gender, race, religion and sexual orientation. Leading by example we aspire to make diversity a core and abiding strength of our organization.

**I have read this job description; I understand it and will fulfill my responsibilities to the best of my abilities.**

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Signature of Employee

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Date

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Supervisor/HR Manager Signature

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Date