

# Family Support Staff Responsibilities Guidance

## Purpose

This document explains the essential functions and responsibilities of Family Support staff.

## Guidance

Family Support staff recruit, select and enroll children and their families who are eligible for our Early Learning Programs. They work collaboratively to provide comprehensive services to each child and family. They partner with families to meet the needs and goals families identify and build on families' strengths. Through parent education and support, they help families learn how to access and advocate for needed services. They inform families about the various ways to be engaged in the program and in the child's learning.

Families play a critical role in helping their children to prepare for school and a lifetime of academic success. Family Support staff consult with parents in establishing school readiness goals because it matters when programs engage parents and families in their children's development and learning. This results in children who are healthy and ready for school. The Parent, Family, Community Engagement Framework makes it clear that when parent and family engagement activities are systemic and integrated across program foundations and program impact areas, family engagement outcomes are achieved. Parent and family engagement activities succeed when they are grounded in positive, ongoing, and goal-oriented relationships with families.

Function	Responsibilities
Recruitment, Selection and Enrollment	<ul style="list-style-type: none"> <li>organize and conduct recruitment activities to reach eligible families and target populations</li> <li>select children based on criteria that prioritize highest needs according to State and Federal guidelines</li> <li>maintain full enrollment and fill vacancies from an established wait list</li> <li>meet with families and assist them to complete enrollment requirements</li> </ul>
Orientation	<ul style="list-style-type: none"> <li>provide an overview of the Early Learning Program mission, services and policies for each family through parent orientation</li> <li>inform families of their rights and responsibilities</li> <li>offer families opportunities for involvement and leadership in the program</li> </ul>
Family Partnerships	<ul style="list-style-type: none"> <li>build partnerships with families at first contact and throughout the year</li> <li>encourage and support parents as their child's first teacher</li> <li>make sure parents are involved in decisions regarding their child's education, health and development</li> <li>use interpreter and translation services when needed so all families can engage in program activities</li> </ul>
Home Visits	<ul style="list-style-type: none"> <li>schedule visits with families in their homes or at another location preferred by the family</li> <li>meet with families to continue building a relationship, complete enrollment, provide parent education, set goals and create a plan of action</li> </ul>
Family Support	<ul style="list-style-type: none"> <li>encourage families to build on their strengths and achieving their goals</li> <li>support families' efforts to prepare their child for school, achieve economic stability and strengthen family relationships</li> <li>assist families to find and access community resources that best fit their needs</li> <li>make sure transitions into and out of the program occur smoothly for families</li> </ul>

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Resource Referral and Crisis Intervention	<ul style="list-style-type: none"> <li>provide a current community resource list to all families and update it as needed</li> <li>respond to families experiencing a crisis and refer them to relevant emergency assistance resources</li> <li>stay informed of community agencies and services to make sure families receive accurate information and appropriate referrals</li> <li>support families in requesting internal Mental Health consultation services as needed</li> </ul>
Parent Leadership	<ul style="list-style-type: none"> <li>recruit and support parent leaders and volunteers at the site</li> <li>encourage parents to participate in Center Parent Committees, Policy Council and Peer Leadership opportunities</li> <li>promote parent advocacy and professional development through various activities at the site and in the community</li> </ul>
Family Events and Parent Education	<ul style="list-style-type: none"> <li>plan and facilitate family events and parent trainings with parents and other site staff</li> <li>survey parents' interests to determine the training focus for the year's events</li> <li>arrange family events at times and locations that are convenient for families, which may mean events are scheduled outside normal daytime work hours</li> <li>provide parent education on required training topics in a variety of ways (newsletters, home visits, handouts, presentations at family events)</li> </ul>
Documentation	<ul style="list-style-type: none"> <li>document family strengths, needs, goals, referrals and follow-up</li> <li>write concise entries of your partnership work with families</li> <li>maintain records of enrollment, attendance and child health information</li> <li>track parent education activities and parent fund expenditures and submit them to Policy Council for review</li> <li>submit monthly summary reports to PSESD</li> </ul>
Staffings	<ul style="list-style-type: none"> <li>coordinate with team to schedule and track staffings throughout the year</li> <li>participate in staffings with site team and follow up on services to families as decided upon in staffings</li> </ul>
Health and Nutrition	<ul style="list-style-type: none"> <li>collect required child health and nutrition information, including medical and dental exams and immunization records</li> <li>partner with parents and staff to develop individualized child health and nutrition plans when needed</li> <li>help families to access health care providers to receive preventive services and treatment</li> <li>perform or assist with child health screenings at the site</li> </ul>
Community Partnerships	<ul style="list-style-type: none"> <li>provide outreach to low income communities, community leaders, and organizations</li> <li>attend relevant community-based meetings and networking groups</li> <li>build and maintain partnerships with community agencies, school district and local businesses</li> <li>collaborate with service providers to enhance families' access to services</li> </ul>
Working Conditions	<ul style="list-style-type: none"> <li>attend occasional evening meetings</li> <li>visit families in their homes</li> </ul>

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Required Knowledge, Skills and Abilities	<ul style="list-style-type: none"><li>• know about community resources and appropriate referral procedures</li><li>• identify family strengths and plan/advocate around family goals</li><li>• effectively communicate with preschool age children, family members, outside agency staff, co-workers and school district staff</li><li>• advocate for and work with diverse populations and people with limited income</li><li>• plan, organize, manage time well and keep accurate documentation in family files</li><li>• work independently</li><li>• build relationships and collaborate with staff from other community agencies</li><li>• participate as a positive, productive team member of the site's multi-disciplinary team</li></ul>

### ECEAP Family Support

Provide family support services through at least three hours of substantive, intentional contact with each family during the program year. Document contact hours (that meet Performance Standards) in ELMS, and document activities in the family file.

### Related Documents

*Family Support Principles*

### Resources

Parent, Family, Community Engagement Framework

[http://eclkc.ohs.acf.hhs.gov/hslc/hs/sr/approach/pdf/OHSApproach-to-School-Readiness\\_PFCE-Framework.pdf](http://eclkc.ohs.acf.hhs.gov/hslc/hs/sr/approach/pdf/OHSApproach-to-School-Readiness_PFCE-Framework.pdf)