

TRI-COUNTY COMMUNITY ACTION INC.
PROJECT HEAD START & EARLY HEAD START
JOB DESCRIPTION

JOB TITLE: Information Support/Volunteer Manager

DEPARTMENT: Head Start Birth to Five Program

CLASSIFICATION: Full Time; Exempt

GENERAL DESCRIPTION: Responsible for providing administrative and clerical support in the area of volunteering and community partners. Assist with staff recruitment, orientation and hiring processes and other general office administrative and clerical support. Position will work closely with the Head Start Director and Social Services Specialist. Assumes administrative responsibilities as delegated by the Head Start Director. Assist in the coordination of the Head Start volunteer program.

Qualifications: B.S. or B.A. preferred, but not mandatory. A high school diploma or GED is required. Some college credit is needed in the fields of early childhood development, health, sociology, education, nutrition, psychology, disability services, or social work.

The manager must have the ability to organize time and tasks, must be willing to accept and profit by supervision, and be willing to accept new ideas and learn new methods for implementing job duties. Must be willing to travel and have some overnight travel at times.

DUTIES:

Maintains a professional attitude:

- a. adheres to personnel policies
- b. supports and enforces program regulations
- c. assumes and thoroughly completes all duties in a professional manner
- d. accepts responsibility willingly
- e. demonstrates enthusiasm for the program
- f. responds objectively to change
- g. responds in a positive manner to constructive suggestions
2. Participates in and attends all staff meetings as requested.
3. Responsible for going through the chain of command by discussing problems with immediate supervisor and following all personnel policies.
4. Attends training sessions as appropriate including out of town, evening, and weekend training (maximum 20 percent of regularly scheduled work week).
5. Responsible for recording dates and topics of all training received.
6. Responsible for maintaining confidentiality regarding children, families, and agency business.
7. Completes other duties as requested by supervisor.
8. Preparation of bi-weekly time sheets.

Service Area Specific Duties:

Staff Recruitment, Hiring, and Orientation Processes

1. Assists with applicant filing/tracking processes.
2. Assist with review and follow up on required criminal history registry and other required certifications for new staff.
3. Assist with providing interview team with applicant profiles.

Personnel Records Maintenance

1. Assisting in posting information to staff database such as training records.

Data Systems Development and Maintenance

1. Assist in researching new ways to integrate or improve data systems to eliminate redundancy and increases efficiency of data collection and usage.
2. Beta Test early versions of application; enter data, document computer bugs and other problems.

Volunteer Coordination/Support

1. Assist in recruiting organizations and individuals interested in volunteering.
2. Assist in maintaining volunteer handbooks, training and orientation materials.
3. Responsible for all volunteer (active and inactive) files, ensure completeness of required documents and enrollment in the Criminal History Registry for all active volunteers.
4. Responsible for the monthly monitoring and maintenance of volunteer database, ensuring that volunteer list is accurate and current.
5. Submits monthly report of volunteer hours and amounts for In-Kind purposes.
6. Assist in coordinating volunteer recognition processes.
7. Acts as a liaison between agencies that provide volunteers by developing and maintaining working relationships with local service agencies.
8. Assist in contacting available resource persons to make presentations at Parent Club Meetings/Workshops.
9. Encourages parents to volunteer with the program.
10. Encourages parents to attend the community activities.

Miscellaneous Clerical Support

1. Assist in special assignments and or research related to personnel and or volunteers.
2. Assist in maintain adequate documentation of records and helps establish good filing system.
3. Assist staff in answering telephone and relaying messages to the appropriate people.
4. Other duties as assigned.

Family and Community Partnerships

1. Provides information on services and activities provided and available in the community to the families.
2. Assists in coordinating the Parent Interest Finder including distribution.
3. Reminds parents and encourages participation in:
 - Parent Committee
 - Policy Council
 - Special committees (Education Advisory, Health Advisory, Nutrition Advisory, Self-Assessment, etc.)
4. Assists and support family during EHS and kindergarten transition activities such as registration and parent information sessions.

5. Assist in organizing and facilitating parent training as well as special interest training/workshops, and support groups as requested.
6. Assist in organizing and facilitating Parent Orientation and Parent Committee Meetings.
7. Promotes parent participation in training, committee meetings, and special events.
8. Works with FSW's to assist parents in identifying and securing access to continuing education, training and employment opportunities.
9. Promotes parent involvement in planning of activities and parent training.
10. Assists FSW's to promote parent attendance and participation at parent committee meetings, training, and special activities.
11. Establishes and maintains ongoing collaborative relationships with community organizations that service children and families.
12. Develops an ongoing volunteer program to provide parents with the opportunity to volunteer and add to their job skills and experience.
13. Ensures volunteers have been trained and screened according to procedures.
14. Organizes yearly update of parent materials (directory, handbook, *etc.*).
15. Assist in recruitment, including presentations, public relations and public service announcements, distribution of program information.
16. Organize & facilitate parent education classes, research and recruit new speakers and trainers for parent education.
17. Organize & facilitate Volunteer Recognition Event and other community recruitment events.
18. Promote family involvement in all aspects of the program.

Record-Keeping

19. Responsible for quality of record.
20. Provides data for the Program Information Report annually.
21. Completes and submits the monthly Coordinator's report.
22. Produces other reports as requested.

Program Design

23. Works with Head Start Director and Social Services Specialist on program development, quality and evaluation.
24. Ensures compliance with Head Start Performance Standards.

Planning

25. Establishes written annual short-term and long-term goals and objectives for service area.
26. Participates in-group and individual program planning meetings.
27. Utilizes the service area plans as a guide for provision of services and revises as necessary.

Communication

28. Assist in publishing and distributing parent newsletters during the course of the year.
29. Attend and participate in the following meetings:
 - a. Team Staffings (as requested)
 - b. Policy Council (as requested)
 - c. Family Service Workers meeting (as requested)
30. Communicates vital information to families about HS program, activities/ training and community resources.
31. Communicates with supervisor regarding families and services provided. Keeps supervisor abreast of issues and seeks supervisory guidance on a regular basis.

32. Reads all interoffice memorandum and maintains for future reference. Asks for clarification, if needed.
33. Cooperates with outside agencies and professionals as requested and keeps supervisor informed of all meetings, discussions, etc. while maintaining confidentiality according to agency guidelines.
34. Conducts regular team and individual meetings.
35. Communicates information to employees in an unbiased, clear manner.
36. Ensures that the parent newsletter contains community resource information.
37. Ensures that parent is receiving valuable, routine communication from Family Service Workers.
38. Reads all interoffice memorandum and maintains for future reference.
39. Communicates with supervisor regarding program issues in a timely manner.

Self-Assessment

40. Team Leader for annual community and self-assessment process.
41. Adjusts goals and plans for correction of findings from self-assessment

Human Resources

42. Maintains personnel policy manual by replacing policies when updates are provided.
43. Follows personnel policies and procedures.

Fiscal Management

44. Ensures accurate and timely purchase authorizations and expense requests.

Work Environment:

The Information Support/Volunteer Manager performs work inside a school building or office environment with other Head Start employees. The setting requires verbal and face-to-face contact with the community, parents, children, and other staff members.

Physical Requirements:

- Regular repetitive motions with hands, computer keyboarding, phone, filing. Regular sitting, working at computer keyboard and desk, standing to file misc. documents in filing cabinet.
- Frequent sitting for long periods using computer keyboard, telephone and other office machines.
- May be required to assist in the evacuation of children from a building. Ability to lift up to 50 lbs. is required.
- Ability to travel between five (5) or more buildings

Knowledge & Competencies Necessary for Satisfactory Performance:

Knowledge:

- Ability to work in a professional manner both independently and in a team environment.
- Ability to communicate (verbal and written) effectively and appropriately with others including the ability to maintain confidentiality.
- Principles/ processes of business and organization planning, coordination & execution
- Principles / practices of human resources
- Methods of program marketing and public relations

Competencies:

- Sustained concentration and attention to detail and accuracy, along with ability to prioritize a complex workload. High Level of accuracy and attention to detail
- Ability to make independent decisions, and exercise judgment in analyzing problems and determining correct procedures to be followed.
- Strong organizational and team leadership skills.

- Ability to provide compliance monitoring in a proactive and supportive manner.
- Ability to understand office systems and procedures and utilize them in support of overall program compliance.
- Strong working knowledge of office communications systems: *E-mail*; voice mail, etc. Computer literacy including database and Windows computer programs (Ex. Microsoft Office Software)
- Ability to prepare reports and documents and to explain them in precise technical terms.
- Ability to keep current and adapt to changing environments and new technologies.
- Ability to develop new skills and knowledge as needed.
- Time Management and prioritizing
- Setting Goals and standards
- Listening and getting unbiased information
- Giving clear information
- Thinking clearly and analytically

The statements contained in this job description set forth the general nature and level of work being performed by employees in this position. This job description is not intended to be construed as an exhaustive list of all responsibilities, duties and / or skills required.

SUPRVISORY DUTIES:

None

IMMEDIATE SUPERVISOR:

Head Start Director

This is an accurate description of the essential functions of my position.

Employee: _____ *Date:* _____