

SHASTA HEAD START CHILD DEVELOPMENT, INC

Family Services Manager

Supervisor: Program Director

Classification: Exempt

Mission

Shasta Head Start, a non-profit agency, is dedicated to making a positive difference in the lives of young children, one family at a time. We provide opportunities for education, parenting support and resources to families in our communities.

Position Summary

Responsible for overseeing, planning and administering family and community engagement services, health, nutrition, and ERSEA program services for children and families. Services must be coordinated with staff in other program content areas and must include ongoing assessment of the quality of services provided.

Essential Duties and Responsibilities

- Oversee the planning, development, and implementation of the family services program area, ensuring an integrated and comprehensive system of services for children and families.
- Supervise and oversee work tasks and activities within the family services department, which include family and community engagement, health, nutrition, and ERSEA program services to ensure the full delivery of integrated service.
- Provide direct supervision of specialists, coordinators and other positions, as assigned.
- Oversee and provide training and guidance to staff, parents, and community members on a variety of pertinent topics in the areas of family and community engagement, health, nutrition, and ERSEA program services.
- Oversee the maintenance of record keeping and reporting systems, including service area plans, schedules, timelines, policies and procedures for family and community engagement, health, nutrition, and ERSEA program services in accordance with Head Start Performance Standards and applicable laws and regulations
- Ensure on-going monitoring, tracking, follow-up and analysis of family and community engagement, health, nutrition, and ERSEA outcomes.
- Ensure coordination of communication with staff, parents, program consultants and community to enhance services to children and families.
- Collaborate with state and community partners for recruitment to enhance SHS family services.
- Oversight of data management systems for agency program services and billing of additional funding sources.
- Oversee implementation of the PFCE framework to ensure systematic processes and procedures.

Maintain Professional and Ethical Standards

- Maintain confidentiality in accordance with Agency policy and legal requirements.
- Be honest, reliable and dependable.
- Respect and maintain rights and privacy of all staff, parents, and children.
- Attend mandated trainings and meetings, and seek out staff development opportunities.
- Work as a team member with all staff and maintain a positive work ethic.
- Act conscientiously in performing routine duties
- Adhere to NAEYC Code of Ethical Conduct.

Qualifications

Knowledge and Skills

- Ability to read, analyze, and interpret periodicals, professional journals, technical procedures, and government regulations in fields relevant to position.
- Ability to effectively communicate with community members and groups, managers, regulatory

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agencies, and families both individually and in group settings.

- Ability to supervise and manage staff efficiently and effectively within the guidelines of Shasta Head Start policies and mandates.
- Ability to define problems, collect and analyze data, establish facts, and draw valid conclusions; ability to make concise and accurate reports and solve problems
- Ability to use basic math skills, to compute rate, ratio and percent and to draw and interpret bargraphs.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Knowledge of various software programs such as Microsoft Office and data management software for child care, health or other social services

Education

Minimum

Bachelor's degree in social services, health or related field

Training and Experience

Minimum

Four years relevant experience in social services, family services, health or related field and two years supervision experience

Desired

Four years relevant experience in social services, family services, health or related field and four years supervision experience

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 20 pounds. The employee must be able to occasionally lift 20 pounds overhead and 40 pounds from waist to shoulder. The employee frequently lifts and/or moves up to 40 pounds, and occasionally lifts 50 pounds from floor to waist. The employee must be able to push/pull up to 75 pounds horizontally. Specific vision abilities required by this job include close vision, distant vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

ACKNOWLEDGEMENTS:

I HAVE REVIEWED AND DISCUSSED THIS JOB DESCRIPTION WITH THE HIRING SUPERVISOR.

Employee (Print)

Employee Signature

Date

Supervisors Signature

Date

Supervisors Title