CLASS TITLE: Support Services Coordinator

CHARACTERISTICS OF THE CLASS: Under general supervision, assesses program activities and provides technical assistance to Head Start and Child Care delegate agencies to ensure their compliance with federal and state program guidelines; and performs related duties as required.

ESSENTIAL DUTIES: Performs annual assessments of Head Start and Child Care delegate agencies to evaluate their performance in various program areas, such as curriculum, health, parent involvement and social services; conducts site visits to review and assess programs using pre-established criteria and performance standards; prepares reports documenting site visits, identifying agencies’ performance levels, areas of deficiency and their need for technical assistance and training; provides on-site technical assistance, guidance and support to the delegate agencies to correct program deficiencies; conducts follow up evaluations to ensure problems have been addressed; serves as a resource person to delegate agencies in the areas of education and program operations; develops and implements training workshops for delegate agencies’ staff and parents to ensure that they are knowledgeable about program requirements, policies and procedures; maintains computerized records to document work activities including delegate agency compliance reporting, site and enrollment assessments and training sessions.

RELATED DUTIES: Identifies educational and community resources to render services to children and families; assists in other duties related to the overall mission of the Head Start and Child Care programs; participates as a team member in assessing and enhancing the educational and social service programs provided by delegate agencies.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Bachelor’s degree in Early Childhood Education, Education, the Social Sciences or a related field, supplemented by two years of progressively responsible educational or social service work experience. A valid State of Illinois driver’s license is required.

Knowledge, Abilities and Skill. Good knowledge of the federal and state guidelines governing Head Start and Child Care programs. Knowledge of government funded social service programs and services. Good knowledge of program monitoring and technical assistance practices and procedures.
Ability to conduct assessments of Head Start and Child Care programs and to provide technical assistance. Ability to interpret and apply federal and state guidelines in the assessment of Head Start and Child Care programs. Ability to plan and conduct training sessions and workshops. Ability to establish and maintain effective work relationships with delegate agencies. Ability to maintain and prepare reports. Ability to use standard computer software packages.

Skill in assessing compliance with Head Start and Child Care program guidelines and regulations. Good oral and written communication skills. Good human relations skills. Good personal computer skills.

Working Conditions. General office environment.

Equipment. Standard office equipment including personal computers.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

May, 2004
City of Chicago
Department of Personnel
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