

FAMILY SERVICES MANAGER
PROGRAM: UMATILLA-MORROW COUNTY HEAD START, INC.

Name: _____

Date: _____

1. UNACCEPTABLE	2. MARGINAL	3. COMPETENT	4. COMMENDABLE	5. DISTINGUISHED
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A. General Staff Responsibilities:

1. Participate in staff meetings, conferences, training sessions and workshops as assigned 1 2 3 4 5
2. Demonstrate familiarity with employment policies, performance standards, work plan and objectives of Agency 1 2 3 4 5
3. Maintain congenial and respectful relations with staff, children, families and community 1 2 3 4 5
4. *Keep current and accurate records that conform to program policies 1 2 3 4 5
5. *Maintain confidentiality in regards to staff and family information 1 2 3 4 5
6. Maintain objectives and professional standards 1 2 3 4 5
7. Improve self-skills and education 1 2 3 4 5
8. *Fulfill role as mandated reporter as stated in Child Abuse and Neglect Policy 1 2 3 4 5
9. Perform any other work-related duties as requested by your supervisor 1 2 3 4 5
10. Be a contributory team member in a positive/productive manner 1 2 3 4 5
11. *Demonstrate commitment to mission, values, and policies in the performance of daily duties 1 2 3 4 5

*Comments or examples:

B. Recruitment and Enrollment Responsibilities:

1. Ensure the formation of an active selection committee. 1 2 3 4 5
2. Ensure the development and implementation of a public relations process for agency recruitment. 1 2 3 4 5
3. *Ensure that the agency maintains enrollment levels as prescribed by Head Start/OPP policies and Performance Standards and agency guidelines 1 2 3 4 5

*Comments or examples:

C. Social Service and Responsibilities:

1. Maintain working relationships between UMCHS and the social service community 1 2 3 4 5
2. Ensure that staff is aware of community based social service resources 1 2 3 4 5
3. Ensure that community resource directories are updated annually 1 2 3 4 5
4. Ensure that policy and procedures exist for responding to emergency and crisis situations 1 2 3 4 5
5. Ensure that there is a procedure for developing and implementing Family Partnership Agreements with families 1 2 3 4 5

*Comments or examples:

D. Parent Education and Support Responsibilities:

1. Ensure a parent education/support group plan is developed and implemented 1 2 3 4 5
2. Ensure that Family Advocates coordinate support services for parent support groups 1 2 3 4 5
3. Ensure that available curriculum material for parent education/support groups meet the needs of agency families 1 2 3 4 5

*Comments or examples:

E. Other Program Responsibilities:

1. Submit all reports necessary to carry out the administration and management of the family and community development components of the program..... 1 2 3 4 5
2. Ensure information about social services, parent involvement, and parenting is available for the newsletter 1 2 3 4 5
3. *Monitor compliance of family and community partnerships work plans with the performance standards 1 2 3 4 5
4. Ensure Family Advocates coordinate and implement the Volunteer Training Program/Career Ladders in conjunction with the Human Resource Assistant 1 2 3 4 5
5. Provide assistance with program planning, development and operation, and grant writing 1 2 3 4 5

*Comments or examples:

F. Supervisory Skills and Duties:

1. Provides training to staff so that they can adequately complete their tasks and increase their skills..... 1 2 3 4 5
2. *Sets aside sufficient time to meet and plan with staff 1 2 3 4 5
3. Helps staff become more proficient by:
 - a. Patiently answering questions..... 1 2 3 4 5
 - b. Giving needed direction pleasantly 1 2 3 4 5
 - c. Recognizing accomplishments..... 1 2 3 4 5
 - d. Evaluating staff often and objectively 1 2 3 4 5
4. Delegates effectively and appropriately 1 2 3 4 5
5. Elicits staff input and acts on it..... 1 2 3 4 5
6. *Assures consistency of procedures and practices among staff..... 1 2 3 4 5
7. Acts on staff problems quickly and appropriately..... 1 2 3 4 5
8. *Ensures staff are aware of program policies and procedures 1 2 3 4 5
9. Regularly informs staff of inter-agency communication deadlines, and changes in policies and procedures 1 2 3 4 5
10. Assist in the interviewing and hiring process 1 2 3 4 5
11. *Ensures that staff is actively engaging in work..... 1 2 3 4 5
12. Promotes leadership skills in others 1 2 3 4 5

*Comments or examples:

G. Staff Communication and Team Membership:

1. Shares materials and information 1 2 3 4 5
2. *Uses appropriate channels for concerns and does not interfere in a situation another staff person is handling 1 2 3 4 5
3. *Supports team members and supervisor verbally and by attitude..... 1 2 3 4 5
4. Sets aside sufficient time to meet and plan with team members 1 2 3 4 5

*Comments or examples:

H. Work Ethics:

- 1. *Comes to work on time 1 2 3
- 2. Notifies supervisor prior to beginning of work day when not able to come to work 1 2 3
- 3. *Misses little time because of illness..... 1 2 3
- 4. Willingly accepts changes in program..... 1 2 3
- 5. Accepts and acts on constructive criticism 1 2 3
- 6. Follows through on accepted tasks or agreements 1 2 3

*Comments or examples:

Do you have long-term employment goals? _____

What help do you need to accomplish these goals? _____

Additional Information: _____

Supervisor's Signature _____ Date _____

Executive Director Signature _____ Date _____

UMCHS/RVS 12/1/99

Rating Scale Explanation:

- 1. **UNACCEPTABLE** - Performance falls substantially short of the expectations for competency. Requires much improvement.
- 2. **MARGINAL** - Performance does not meet an acceptable level in all areas, but employee is steadily improving.
- 3. **COMPETENT** - Performance is fully acceptable. Performance meets standards set for the position on a consistent basis.
- 4. **COMMENDABLE** - Performance is significantly better than average. Consistently exceeds standards; distinctive performance.
- 5. **DISTINGUISHED** - Exceptional performance of unusually high caliber. Remarkable achievement and pacesetting performance.

Any task marked 1, 2, or 5 must have a comment written to justify the score.

Any task marked 1 or 2 must have a plan of assistance written and be attached to the performance evaluation.

Any * task (essential job function) marked a 1 or 2, no merit increase will occur until the task is brought up to competency.

Three tasks marked a 1 or 2, no merit increase will occur until the task is brought up to competency.

- Successful completion of a 6 month introductory period
- Eligible for merit increase
- Not eligible for merit increase