



Community Care Network is looking for a Manager – Family Services and ERSEA to join our team!

Community Care Network is comprised of Rutland Mental Health Services and Rutland Community Programs. Our mission is to enhance the well-being of our communities, individuals and families through responsive, innovative and collaborative human service

About the Role:

The Family Services & ERSEA Manager is a member of the Rutland County Head Start & Early Head Start (RCHS & EHS) Management Team and provides leadership, management, and oversight of Family Services and Eligibility, Recruitment, Selection, Enrollment, and Attendance (ERSEA). The position supervises Family Support Staff and is responsible for effective, equitable, family-centered systems that support access to Head Start and Early Head Start services, full enrollment, regular attendance, meaningful family engagement, family well-being, and individualized family partnerships.

The Manager ensures assigned systems comply with applicable Head Start Program Performance Standards, Vermont childcare licensing requirements, Community Care Network and RCHS & EHS policies and procedures, and other applicable federal and state requirements. Working collaboratively with the Director and Management Team, the Manager integrates ERSEA and Family Services with other program content areas and uses data, ongoing monitoring, staff development, and continuous quality improvement to strengthen services and outcomes for children and families.

Principal Responsibilities:

ERSEA:

- Provides leadership and oversight of Eligibility, Recruitment, Selection, Enrollment, and Attendance (ERSEA) systems to ensure compliance with Head Start requirements and achievement of funded enrollment.
- Oversees recruitment, eligibility determination, selection, enrollment, placement, waitlists, vacancies, and attendance monitoring.
- Develops and maintains ERSEA policies, procedures, selection criteria, and internal controls and ensures required review and approval.
- Monitors ERSEA and attendance data, identify trends or compliance concerns, and implements improvement strategies.

Family Services and Family Engagement:

- Provides leadership and oversight of Family Services, including Family Partnership Agreements, family goals, referrals, follow-up, family well-being, and individualized support.

- Ensures implementation of comprehensive, strengths-based, culturally responsive parent and family engagement practices that support children's learning, development, and school readiness.
- Supports parent leadership and meaningful participation in children's education, program activities, transitions, Policy Council, and program decision-making.
- Ensures families are connected with appropriate community resources and coordinates multidisciplinary support when families have complex service needs.

ChildPlus and Program Data:

- Serves as the primary program manager for ChildPlus and ensures accurate, timely, complete, and secure ERSEA and Family Services data.
- Establishes data-quality expectations and provides or coordinates ChildPlus training and technical assistance for applicable staff.
- Uses ChildPlus data and reports to support ongoing monitoring, program management, PIR, Community Assessment, Self-Assessment, federal monitoring, grant reporting, and continuous quality improvement.

Staff Supervision and Development:

- Provides direct supervision, coaching, performance management, and professional development to Family Support Staff.
- Establishes clear expectations and monitors staff performance, caseloads, documentation, family services, ERSEA responsibilities, and compliance with program requirements.
- Participates in recruitment, interviewing, onboarding, evaluation, and performance management of Family Support Staff in collaboration with the Director and Human Resources.

Community Partnerships, Child Protection, and Family Records:

- Develops and maintains collaborative relationships with community and state partners to strengthen resources, referrals, and coordinated services for children and families.
- Ensures implementation of applicable requirements and program procedures related to mandated reporting, child protection, confidentiality, and protection of child and family records.
- Consults with the Director and appropriate agency or community partners regarding complex child welfare, legal, confidentiality, or family-service matters.

Program Leadership, Compliance, and Continuous Improvement:

- Serves as an active member of the RCHS & EHS Management Team and collaborates across content areas to support coordinated, comprehensive services for children and families.
- Monitors Family Services and ERSEA performance and compliance and uses data to identify needs, guide improvement, and support program planning.
- Contributes to required program reporting, Community Assessment, Self-Assessment, grants, policies, and preparation for federal monitoring, licensing reviews, audits, and other oversight activities.
- Maintains current knowledge of applicable Head Start requirements and professional practices and provides Family Services and ERSEA expertise to the Director, Management Team, Policy Council, and governing body as appropriate.
- Performs other duties as assigned consistent with the scope and responsibilities of the position.

Qualifications:

- Bachelor's degree required from an accredited institution in social work, human services, family studies, psychology, sociology, child development, education, public administration, or a closely related discipline, with professional preparation sufficient to meet applicable Head Start requirements. Master's degree in social work, human services, family studies, education, public administration, or a closely related discipline preferred.
- Experience providing, coordinating, supervising, or managing services for children and families in an early childhood, education, human services, social services, or community-based setting required.
- Head Start or Early Head Start experience, including experience with ERSEA, Family Services, family engagement, or related functions preferred.
- Demonstrated knowledge of or ability to interpret and implement regulations, policies, program requirements, and compliance systems.
- Demonstrated leadership, supervisory, organizational, analytical, interpersonal, and written and verbal communication skills.
- Supervisory or management experience in an early childhood, education, human services, or community-based organization preferred.
- Experience with data management, program monitoring, quality assurance, or continuous quality improvement.
- Ability to work effectively with diverse children and families using strengths-based, family-centered practices while maintaining confidentiality and sound professional judgment.
- Ability to learn and effectively manage ChildPlus and other required information systems and to travel independently as required.
- Experience using ChildPlus or a comparable data-management system preferred.
- Must have a valid driver's license, reliable transportation, and personal automobile liability insurance coverage meeting Vermont's requirements.
- Successful completion of a criminal history background check required upon hire.

Benefits:

- Competitive Salary Range- \$63,000.00-\$66,500.00 (compensation is typically dependent upon experience)
- Comprehensive Benefit Package
 - 401(k)
 - 401(k) matching
 - Dental insurance
 - Employee assistance program
 - Flexible schedule
 - Flexible spending account
 - Health insurance
 - Health savings account
 - Life insurance
 - Paid time off

- o Professional development assistance
 - o Retirement plan
 - o Tuition reimbursement
 - o Vision insurance
- Career Training and Development
- Tuition Discounts

Our work is guided by our core values of Trust, Accountability, Respect, Cultural Competence, Person-Centered, and Continuous Learning and Growth.

CCN is an Equal Opportunity Employer.