



DATE June 4, 2025
TIME 12:00 PM
LOCATION CAPK Administrative Office
Board Room
1300 18th Street, 3rd Floor
Bakersfield, CA 93301

Personnel Committee Agenda

1. Call to Order

2. Roll Call

Denise Boshers (Chair)

Jonathan Mullings

Guadalupe Perez

3. Public Forum

The public may address the Committee on items not on the agenda but under the jurisdiction of the Committee. Speakers are limited to 3 minutes. If more than one person wishes to address the same topic, the total group time for the topic will be 10 minutes. Please state your name before making your presentation.

4. New Business

- | | |
|---|--|
| a. Community Development New Job Description for Senior Communications and Outreach Coordinator - Action Item (p. 2-8) | Savannah Oates, Advocacy & Public Relations Manager |
| b. WIC Program New Job Descriptions - Action Item (p. 9-20) | Marissa Ortiz-Cortez, WIC Program Administrator, & Susana Magana, Director of Health and Nutrition |
| c. CalAIM Program New Job Descriptions - Action Item (p. 21-35) | Rebecca Moreno, Director of Housing and Supportive Services |
| d. Head Start Enrollment & Attendance Job Descriptions - Action Item (p. 36-53) | Robert Espinosa, Program Design and Management Administrator |
| e. Head Start Personnel Update - Action Item (p. 54-55) | Robert Espinosa, Program Design and Management Administrator |

5. Committee Member Comments

6. Next Scheduled Meeting

Personnel Committee
12:00 pm
August 6, 2025
1300 18th Street, 3rd Floor
Bakersfield, CA 93301

7. Adjournment

This is to certify that this Agenda Notice was posted in the lobby of the CAPK Administrative Office at 1300 18th Street, Bakersfield, CA 93301, and online at www.capk.org by 12:00 pm, May 30, 2025, by Amy Tapia, Administrative Coordinator.



MEMORANDUM

To: Personnel Committee

From:  Savannah Maldonado, Advocacy & Public Relations Manager

Date: June 04, 2025

Subject: *Agenda Item 4(a):* Community Development New Job Description for Senior Communications and Outreach Coordinator – **Action Item**

As our agency continues to grow and adapt to the increasing demands for effective communication and community engagement, we recognize the need to expand and refine our roles within the Communications and Outreach Department. Staff are proposing a new job description under the Marketing and Outreach Department, the Senior Communications and Outreach Coordinator position. We are replacing our current position, Outreach Specialist, with the Senior Communications and Outreach Coordinator.

Overview: The Senior Communications and Outreach Coordinator will play a pivotal role in managing and executing medium to large media campaigns, as well as supporting the Advocacy and Public Relations Manager with critical advocacy tasks. This role is essential in meeting the expanded need for materials and event planning within the department, ensuring that our agency's messaging is both impactful and far-reaching.

Key Responsibilities:

- **Campaign Management:** Oversee the planning, development, and execution of medium to large media campaigns, ensuring alignment with the agency's goals and objectives.
- **Advocacy Support:** Assist the Advocacy and Public Relations Manager with advocacy initiatives, contributing to the development and implementation of strategies that elevate the agency's presence and influence within the community.
- **Content Creation:** Employ a journalistic approach to capture and convey client stories authentically, producing high-quality materials that resonate with our target audiences.
- **Collaboration:** Work closely with various departments to gather information, develop content, and ensure consistent messaging across all platforms.

This new role is crucial in addressing the expanded needs of our department and ensuring that we continue to deliver high-quality communication and outreach efforts. We are confident that the Senior Communications and Outreach Coordinator will significantly contribute to our agency's success and growth.

Fiscal Impact and Timeframe:

The title and grade change allow the department to come up to market level and be competitive within our community, as well as improve ongoing employee retention. Staff reviewed the grade change with leadership, and it was determined that the fiscal impact is minimal as we are deactivating a current position, Outreach Specialist, to be replaced with the Senior Communications and Outreach Coordinator.

Strategic Plan Impact:

As part of the 2021-25 Strategic Plan, specifically under Goal 4: *CAPK seeks to be an employer of choice and attract and retain a high-quality workforce to achieve the organization's desired results*, and as part of the following objectives, the proposal supports staff development, growth, and retention:

- Objective 4.2: Increase employee engagement, morale, and retention.
 - 4.2.1 Conduct an internal and external equity analysis to evaluate the labor market and fiscal impacts; (b) Complete development and consolidation of revised job descriptions.

Recommendation:

Staff recommend that the Personnel Committee approve the Senior Communications and Outreach Coordinator job description and submit it to the Board of Directors for approval.

Attachments:

Senior Communications and Outreach Coordinator Job Description
Community Development Division Organizational Chart



Senior Communications & Outreach Coordinator

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 9

FLSA Status: Non-Exempt

Date Approved: TBD

SUMMARY:

Under the general direction of the Outreach and Communications Supervisor, the Senior Communication and Outreach Coordinator is responsible for disseminating information to agency staff, customers, and the public through various communication strategies. This role involves leading communication strategies to promote agency programs, developing and managing media campaigns, and producing internal and external communications materials such as newsletters and annual reports. Key responsibilities include attending community events, managing advertising campaigns within budget, developing storytelling materials to highlight the agency's impact, assisting with website content development, maintaining industry best practices in graphic design, and representing the organization.

SUPERVISION RECEIVED:

Receives supervision from Outreach and Communications Supervisor.

SUPERVISION EXERCISED:

None.

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Co-leads communication strategies to effectively inform the public about agency resources and promote agency programs through various media channels.
- Develops and leads medium to large scale media campaigns for agency programs including analytic and tracking reports during and post campaign.
- Assists with the deliverables of outreach efforts aligned with grant program objectives, reporting requirements, and community needs.
- Produces the CAPK in Action newsletter, Annual Report, and other internal and external communications products.
- Attends resource fairs and other community events to ensure representation of the organization as needed.
- Manages digital and print advertising campaigns within allocated budgets, ensuring materials align with program goals.
- Develop client-centered storytelling materials, incorporating testimonials and impact narratives to highlight the effectiveness of agency services.
- Assists Multimedia Specialist with website content development, ensuring information is up-to-date and effectively communicates the agency's mission.
- Maintains an up-to-date understanding of industry best practices in graphic design.



- Speaks to the media and public on behalf of the organization in Spanish and English if needed to support team leadership.
- Develops and distributes media packages to ensure consistent messaging with external media partners.
- Works alongside Outreach and Communications Supervisor to plan, coordinate, and execute outreach events to connect the community with agency resources.
- Ensures organizational swag inventory is managed and held to brand standards.
- Strengthens partnerships with stakeholders by representing the agency in community collaboratives, steering committees, and public events as needed.
- Assist Public Relations and Advocacy Manager with the development of talking points and materials for organizational advocacy initiatives.
- Serves as the secondary photographer for the agency.
- Assists in the quality control of volunteers and interns throughout the organization.

Other Job Specific Duties:

- Assists with the development of communications-related SharePoint and CRM projects as needed.
- Manage projects and strategic efforts in support of the Outreach team.
- Work alternative hours as required, including nights and weekends.
- Network-wide travel as needed.
- Performs related duties as required.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Professional level graphic design
- Fundamentals of good grammar, spelling, and punctuation.
- Written, digital and photo editing.
- Understanding various methods and tools for effective communication, including digital and print media.
- Planning, executing, and managing media campaigns.
- Creating engaging content for websites, and newsletters.
- Creative design, print publication, advertising, and commercial print processing.
- Digital content creation software including Adobe Creative Suite, Canva, FinalCutPro, Photoshop and others.
- Managing advertising campaigns within allocated budgets.
- Planning and coordinating outreach events.
- Grant program requirements and reporting.
- Microsoft Office programs, including PowerPoint, Excel, Word, and Publisher.

Ability to:

- Develop client-centered storytelling materials, including testimonials and impact narratives
- Plan, develop, and present mixed media presentations.
- Write creatively and clearly for general and specialized audiences.
- Adhere to schedules and execute timelines.



- Communicate effectively, verbally and in writing.
- Establish professional working relationships with staff and agencies.
- Create and execute strategic plans for communications campaigns.
- Develop short, medium, and long-term plans for events, publications, and other communications products.
- Conduct media interviews and maintain professional standards of media relations.
- Work independently with little direction and collaboratively as part of a team.
- Work with accuracy and attention to detail.
- Plan, organize, and allocate resources.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in marketing, communications, journalism, or related field preferred.
- A minimum of two (2) years' experience in outreach, communications, and/or marketing.
- Expertise in graphic design and social media management required.
- An equivalent combination of training and experience that provides the capabilities to perform the duties as described.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Reliable transportation during work hours.
- Must be fingerprinted and pass the pre-employment background check.
- Successful completion of physical, substance abuse screening, TB and all required vaccinations.
- Fluency in Spanish, both verbal and written, highly preferred.

ESSENTIAL 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 the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE Senior Communications and Outreach Coordinator				
Activity	Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting				X
Walking				X
Standing				X
Bending (neck)				X
Bending (waist)				X
Squatting			X	
Climbing			X	
Kneeling			X	
Crawling			X	
Twisting (neck)				X
Twisting (waist)				X

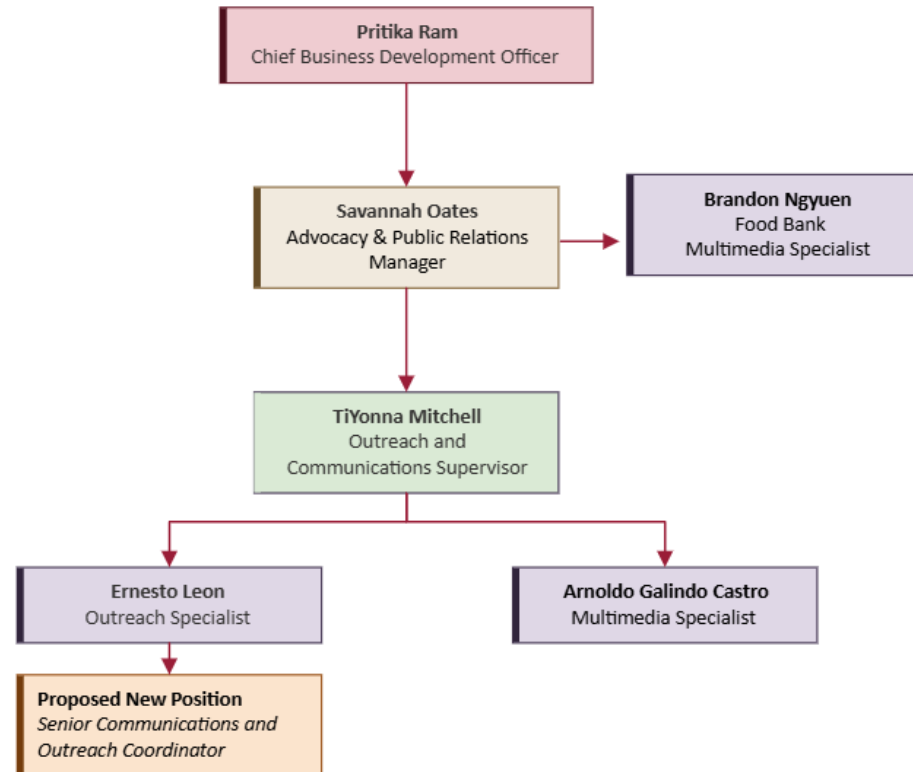


Is repetitive use of hand required?			X
Simple Grasping (right hand)			X
Simple Grasping (left hand)			X
Power Grasping (right hand)		X	
Power Grasping (left hand)		X	
Fine Manipulation (right hand)			X
Fine Manipulation (left hand)			X
Pushing & Pulling (right hand)		X	
Pushing & Pulling (left hand)		X	
Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs			X			X
26-50 lbs			X		X	
51-75 lbs		X		X		
76-100 lbs	X			X		
100+ lbs	X			X		



**COMMUNITY DEVELOPMENT DIVISION
Marketing & Outreach Department**





MEMORANDUM

To: Personnel Committee

From: Marissa Ortiz-Cortez, WIC Program Administrator

Susana Magana, Director of Health & Nutrition Services

Date: June 4, 2025

Subject: *Agenda Item 4(b):* WIC Program New Job Descriptions – **Action Item**

Background:

WIC leadership remains committed to continuously evaluating and enhancing program operations to better meet the evolving needs of both clients and staff. In line with this commitment, we are requesting approval for two newly developed job descriptions: Lead WIC Nutrition Education Specialist and WIC Program Specialist.

The Lead WIC Nutrition Education Specialist will provide direct client services and assist in managing clinic workflow. The WIC Program Specialist will support the program through advanced clerical responsibilities, including supply ordering, invoice processing in the accounting system, inventory oversight, and coordination of fleet maintenance.

Current Events:

During last year's Comp Ease position analysis and equity review, these roles were excluded due to budgetary limitations. However, following a recent increase in program funding, the Program Administrator collaborated with Human Resources to develop and evaluate the proposed job descriptions. Human Resources has confirmed that the positions are consistent with organizational competencies and are competitively graded in alignment with the local labor market. The proposed job descriptions have been reviewed and approved by Human Resources.

Summary of Proposed Job Descriptions:

Below is a description of the new proposed positions and fiscal sustainability:

Position Title	Proposed Changes	Current Grade	Proposed Grade
Lead WIC Nutrition Education Specialist	New Job Description	N/A	Grade 8 Min. \$22.86 Mid. \$28.59 Max. \$34.30
WIC Program Specialist	New Job Description	N/A	Grade 8 Min. \$22.86 Mid. \$28.59 Max. \$34.30

Fiscal Impact and Timeframe:

WIC program staff consulted with the Finance Department and confirmed that the current operating budget can support the immediate addition of both positions, as well as their long-term sustainability within the program's staffing structure. Recruitment for these positions will begin as soon as approved by State WIC.

Strategic Plan Impact:

This proposal supports Goal 4 of the 2021–2025 CAPK Strategic Plan: *To be an employer of choice and attract and retain a high-quality workforce*. Specifically, it aligns with:

- Objective 4.2: Increase employee satisfaction, morale, and retention.
 - *Action 4.2.1*: Conduct internal and external equity analyses and finalize revised job descriptions based on findings.

Recommendation:

Staff recommend that the Personnel Committee approve the job descriptions and assigned salary grades for the positions of Lead WIC Nutrition Education Specialist & WIC Program Specialist and submit them to the Board of Directors for final approval.

Attachments:

Draft Lead WIC Nutrition Education Specialist Job Description
Draft WIC Program Specialist Job Description
WIC program organizational chart



Lead WIC Nutrition Education Specialist

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08

FLSA Status: Non-Exempt

Date Approved: TBD

SUMMARY:

The Lead WIC Nutrition Education Specialist ensures efficient operations and policy compliance across assigned clinics including monitoring clinic flow, managing supplies and breast pump inventory, restocking, conducting Local Vendor Liaison (LVL) visits, and attending LVL meetings. The role also involves following up with participants using program reports such as the Unissued Food Benefit, Certification End Date, and Missed Appointment reports. The Specialist, in collaboration with the Capk Community Development Team, will create, curate, and publish weekly content to boost awareness, engage the community, and promote the CAPK/WIC brand across digital platforms.

SUPERVISION RECEIVED:

Receives supervision from WIC Program Manager

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Monitor and support the daily operations of assigned WIC clinics by conducting weekly site observations, reporting findings to the WIC Program Manager, and assisting with scheduling and correspondence as needed.
- Ensure clinic office supply levels are maintained by restocking from the Main WIC Office and distributing necessary materials to assigned sites.
- Track and monitor physical inventory of breast pumps at each assigned clinic, ensuring equipment is functional and available.
- Conduct Local Vendor Liaison (LVL) store visits in compliance with CDPH WIC regulations, ensuring quarterly assignments are completed per policy; attend all related meetings and trainings.



- Manage assigned clinics' benefit issuance by reviewing and acting on reports such as the Unissued Food Benefit, Certification End Date, and Missed Appointment reports, ensuring timely participant outreach and benefit assignment.
- Develop, curate, and publish engaging multimedia content (text, images, videos) across various social media platforms to build participant connections and increase CAPK/WIC program awareness.
- Manage a social media content calendar, planning and scheduling posts in advance to ensure consistent and strategic messaging.
- Foster online community engagement by interacting with followers, responding to comments and messages, and promoting positive brand presence.
- Maintain accurate and confidential client data in the CDPH WIC database; perform CQI audit reviews of electronic participant files to ensure data integrity.
- Perform in-person and virtual nutrition assessments and counseling using Participant Centered Education techniques (explore, offer, and educate).
- Provide nutrition and breastfeeding education and support following approved protocols.
- Communicate key health and nutrition information to participants during appointments, fostering understanding and informed decision-making. Monitor and manage participant appointments, assist with general clerical duties, and accurately issue food benefits and CA WIC Cards.
- Support WIC Card security protocols to ensure proper handling and distribution
- Demonstrate proficiency in core task areas as outlined in the California WIC Nutrition Assistant (WNA) Certification Training Manual, including:
 - Communication and Cultural Competence
 - Certification and Recertification
 - Nutrition and Health
 - Individual Education
 - Food Packages, Benefits, and WIC Card
 - Group Education

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Drive to other CAPK WIC offices in WIC vehicles or in a personal vehicle as assigned.
- Perform any other duties and special projects as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

**Knowledge of:**

- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.
- Proficient in Microsoft 365 applications such as Excel, Word, SharePoint, Forms, Bookings, and Asana
- Manages calendars for multiple projects, scheduling meetings and coordinating events effectively.

Ability to:

- Create, edit, and publish digital promotional materials
- Demonstrate strong conceptual thinking and the ability to plan, organize, allocate, and manage substantial program resources effectively.
- Communicate clearly and professionally in both verbal and written forms; present program information confidently to the public.
- Exhibit strong interpersonal skills and the ability to build professional working relationships with staff, partner agencies, and participants.
- Advocate for breastfeeding and actively share relevant information and support with participants.
- Engage respectfully and effectively with individuals from diverse socio-economic and educational backgrounds.
- Participate in evening and weekend meetings as required to support program activities and community engagement.

EDUCATION AND EXPERIENCE:

The following requirements generally show possession of the minimum requisite knowledge and ability necessary to perform the position's duties.

- Associate's degree in nutrition, public health, or any other related field. Bachelor's degree preferred.
- Two (2) years of working with various socio-economic populations, families with infants and children, social services, health/nutrition education, or related field.
- Two (2) years working in a health/nutrition field
- Two (2) years of progressive administrative/management experience with emphasis in social services, health/nutrition, or related field.
- Comprehensive knowledge of regulations governing the administration of federal and state programs highly desirable.
- Any equivalent combination of education, training and/or experience will provide the ability to perform the duties described.



OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (Spanish/English) highly desirable.
- Successful completion of live scan background check, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- The noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL 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 the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Lead Nutrition Education Specialist- WIC				
Activity	Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting				X
Walking				X
Standing				X
Bending (neck)				X
Bending (waist)				X
Squatting			X	
Climbing		X		
Kneeling			X	
Crawling		X		
Twisting (neck)				X
Twisting (waist)				X
Is repetitive use of hand required?				X
Simple Grasping (right hand)				X



Simple Grasping (left hand)						X
Power Grasping (right hand)				X		
Power Grasping (left hand)				X		
Fine Manipulation (right hand)						X
Fine Manipulation (left hand)						X
Pushing & Pulling (right hand)				X		
Pushing & Pulling (left hand)				X		
Reaching (above shoulder level)				X		
Reaching (below shoulder level)				X		
	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



WIC Program Specialist

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08

FLSA Status: Non-Exempt

Date Approved: TBD

SUMMARY:

The WIC Program Specialist ensures the efficient operation of the WIC main office by managing daily administrative tasks, including scheduling, correspondence, and document preparation. Responsibilities encompass preparing and distributing meeting agendas, handling incoming and outgoing communications, maintaining organized filing systems, and managing office supplies. The role also involves coordinating meetings for the WIC Program Administrator and supervision team, addressing administrative issues promptly, and maintaining confidentiality in compliance with privacy regulations. The Program Specialist supports procurement activities, monitors inventory levels, manages invoices, and ensures compliance with fiscal audits. The position also includes assisting with recruitment, onboarding, training of new administrative staff, and coordinating interdepartmental projects to facilitate effective communication and collaboration within the CAPK/WIC organization.

SUPERVISION RECEIVED:

Receives supervision from WIC Program Administrator

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Oversee daily operations of the WIC main office, including scheduling, correspondence, document preparation, and general administrative support to ensure smooth program functioning.
- Coordinate and schedule meetings and appointments for the WIC Program Administrator and supervision team; prepare and distribute agendas, minutes, and follow-up action items for staff and supervision meetings.
- Manage incoming and outgoing communications, including emails, phone calls, mail, packages, and official correspondence from CDPH.
- Maintain organized physical and digital filing systems; scan and file documents to ensure easy retrieval and compliance with recordkeeping standards.
- Order and manage office supplies, monitor inventory levels, and ensure cost-effective purchasing to prevent shortages.
- Assist with procurement activities by contacting vendors for quotes, evaluating bids, and coordinating delivery schedules.
- Maintain the CDPH LAIS inventory system and ensure accurate tracking of program assets and supplies.

- Process and monitor invoices and purchase orders; enter financial data into systems, reconcile discrepancies, and maintain organized records for audits.
- Monitor WIC caseload trends and assist with required reporting.
- Address and resolve administrative issues promptly and professionally, ensuring confidentiality and compliance with privacy regulations.
- Support the recruitment, onboarding, and training of new administrative staff.
- Coordinate interdepartmental projects and serve as a liaison to facilitate effective communication and collaboration.
- Perform other related duties as assigned.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Physical organization.
- Drive to other CAPK WIC offices in WIC vehicles or in a personal vehicle as assigned.
- Perform any other duties and special projects as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheet, database, and related software applications.
- Proficient in Microsoft365 applications such Excel, Word, SharePoint, Forms, Bookings, and Asana
- Managing calendars for multiple projects, scheduling meetings and coordinating events effectively.

Ability to:

- Demonstrate strong conceptual thinking and the ability to plan, organize, allocate, and manage substantial program resources effectively.
- Communicate clearly and professionally in both verbal and written forms; present program information confidently to the public.
- Exhibit strong interpersonal skills and the ability to build professional working relationships with staff, partner agencies, and participants.
- Advocate for breastfeeding and actively share relevant information and support with participants.
- Engage respectfully and effectively with individuals from diverse socio-economic and educational backgrounds.
- Participate in evening and weekend meetings as required to support program activities and community engagement.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate's degree in nutrition, public health, or any other related field. Bachelor's degree preferred.
- WIC Nutrition Assistant (WNA) certification preferred
- Two (2) years of working with various socio-economic populations, families with infants and children, social services, health/nutrition education, or related field.
- Two (2) years working in a health/nutrition field
- Two (2) years of progressive administrative/management experience with emphasis in social services, health/nutrition or related field.
- Comprehensive knowledge of regulations governing the administration federal and state programs highly desirable.
- Any equivalent combination of education, training and/or experience will provide the ability to perform the described duties.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (Spanish/English) highly desirable.
- Successful completion of live scan background check, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

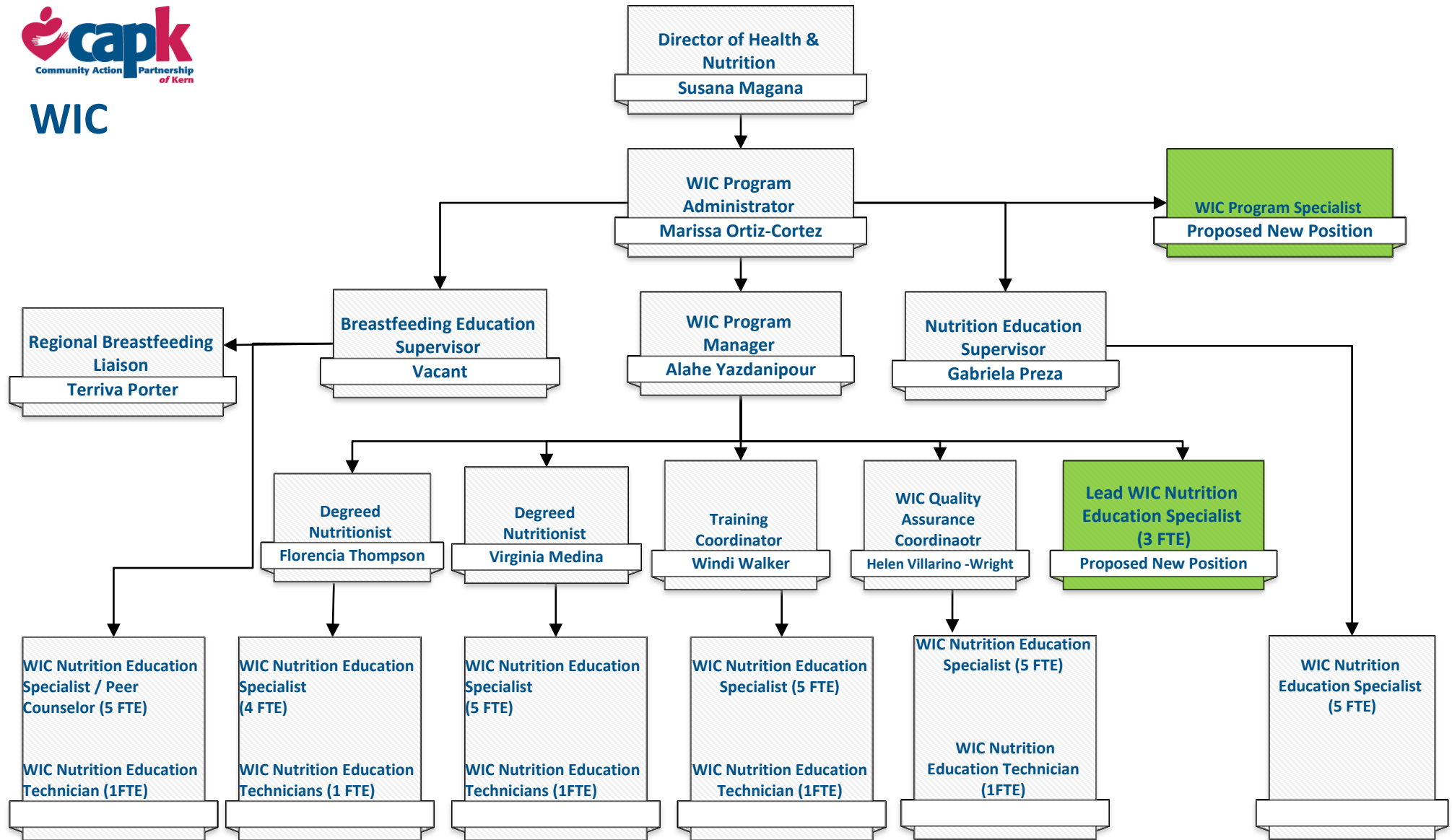
- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL 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 the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE: WIC Program Specialist				
Activity	Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting				X
Walking				X
Standing				X
Bending (neck)				X
Bending (waist)				X
Squatting			X	
Climbing		X		
Kneeling			X	
Crawling		X		
Twisting (neck)				X
Twisting (waist)				X
Is repetitive use of hand required?				X

Simple Grasping (right hand)				X		
Simple Grasping (left hand)				X		
Power Grasping (right hand)			X			
Power Grasping (left hand)			X			
Fine Manipulation (right hand)				X		
Fine Manipulation (left hand)				X		
Pushing & Pulling (right hand)			X			
Pushing & Pulling (left hand)			X			
Reaching (above shoulder level)			X			
Reaching (below shoulder level)			X			
	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



Legend





MEMORANDUM

To: Personnel Committee

From: Rebecca Moreno, Director of Housing & Supportive Services

Date: June 4, 2025

Subject: *Agenda Item 4(c): CalAIM Program New Job Descriptions - Action Item*

The Cal-AIM team is requesting approval of the new job description for the ECM Program Manager, ECM Lead Care Manager, and Community Health Worker.

Position Title	Proposed Changes	Current Grade	New Grade
ECM Program Manager	New Job Description	N/A	Grade 12 Min. \$35.58 Mid. \$44.47 Max. \$53.37
ECM Lead Care Manager	New Job Description	N/A	Grade 13 Min. \$39.97 Mid. \$49.96 Max. \$59.95
Community Health Worker	New Job Description	N/A	Grade 09 Min. \$25.45 Mid. \$31.81 Max. \$38.18

Summary of Proposed Changes:

In partnership with Kern Health System and Anthem Blue Cross, CAPK's Cal-AIM program is expanding our housing services to include Enhanced Care Management (ECM) and additional Community Supports (CS). The ECM Program Manager will manage the day-to-day operations of the ECM program. The ECM Lead Care Manager oversees the coordination of comprehensive care for high-need individuals, ensuring they receive medical, behavioral, and social services tailored to their unique needs. They collaborate with providers and community partners and develop individualized care plans to improve health outcomes and reduce barriers to care. The Community Health Worker (CHW) serves as a trusted liaison between healthcare providers and the community, helping individuals access services, understand their health conditions, and navigate systems like Medi-Cal. They provide outreach, education, and support, often working directly with underserved populations to improve health outcomes and reduce disparities. Human Resources has approved these job descriptions at a grade 09 (CHW), grade 12 (Program Manager) and grade 13 (Lead Care Manager) levels.

Fiscal Impact and Timeframe:

On May 2, 2025, the Department of Healthcare Services (DHCS) grant for PATH CITED Round 4 funding was submitted by the Community Development team which included a funding profile to support the positions listed.

Additionally, the existing Cal-AIM operating budget is able to cover salary expenses if needed. Once the ECM program is operational, the generated revenue will sustain its ongoing financial needs.

Strategic Plan Impact:

As part of the 2021-25 Strategic Plan, specifically under Goal 4: *CAPK seeks to be an employer of choice and attract and retain a high-quality workforce to achieve the organization's desired results*, this proposal supports staff development, growth, and retention by adding an opportunity for growth within the agency.

Recommendation:

Staff recommend the Personnel Committee approve the new job description for the ECM Program Manager, ECM Lead Care Manager, and the Community Health Worker and submit them to the Board of Directors for approval.

Attachments:

Enhanced Care Management (ECM) Program Manager Job Description
Enhanced Care Management (ECM) Lead Care Manager Job Description
Community Health Worker Job Description



Enhanced Care Management (ECM) Program Manager

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 12

FLSA Status: Exempt

Date Approved: TBD

SUMMARY:

Under the direction of the CalAIM Program Administrator, the ECM Program Manager is responsible for overseeing the management of the Enhanced Care Management program. This role includes supervising the ECM Case Managers and Community Health Workers, ensuring effective coordination of care and support services for clients. The Program Manager will develop and implement strategies to enhance program efficiency and quality, monitor progress towards goals, and facilitate communication between team members and stakeholders. A key focus of this position is to improve health outcomes for clients through comprehensive care management and community engagement initiatives. The ECM Program Manager will also be responsible for fostering a collaborative and supportive team environment while promoting the overall vision and objectives of the ECM program.

SUPERVISION RECEIVED:

CalAIM Program Administrator

SUPERVISION EXERCISED:

ECM Case Managers and Community Health Worker

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Supervise, lead, and support the care management team.
- Lead the implementation of care management programs designed to address the needs of clients, improve the quality and services of care, and ensure the appropriate utilization of services available to them.
- Implement plans and tools to meet organizational goals and objectives.
- Works closely with other departments to design, implement, and evaluate care management programs.
- Lead complex projects focusing on performance improvement and transformation aimed at improving care management programs for the populations served
- Supports the development, implementation, and evaluation of pilot programs derived from evidence-based research and performance outcomes.
- Ensures standardization and optimization of workflows of models of care.
- Develop playbooks for care management models that are ready for spread and scale.
- Works closely with clinical and operational leaders across the continuum to perform client risk stratification and identification for outreach



- Organize and facilitate meetings with key stakeholders involved in the execution of care coordination and case management programs.
- Assists in interviewing, hiring, training, evaluating, and mentoring staff, volunteers, and providers as appropriate.
- Ensures client records, individual case files, daily logs, and service statistics are maintained in an accurate and timely manner.

Other Job Specific Duties:

- Prepare staff schedules.
- Works alternative hours as required, including nights, weekends, and holidays.
- Prepares, conducts, and attends all meetings, trainings, and conferences, as assigned.
- Maintains a safe and functional work environment.
- Proactive in coordinating with other staff, partners, volunteers, and clients to achieve CalAIM program goals.
- Perform other tasks as may be required for the efficient operation of the comprehensive, integrated CalAIM Program.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures.
- Principles of trauma informed care and person-centered planning.
- Community based resources, support services, and referral process.
- Care coordination and case management best practices.
- HIPPA regulations and client confidentiality requirements.
- Documentation standards and use of electronic health records (EHR).
- Applicable federal, state, and local laws, codes, and regulations.
- Correspondence and report writing practices and procedures.
- Current problems of homelessness and socially and economically challenged families.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheet, database, and related software applications.

Ability to:

- Deal with conceptual matters.
- Work as a positive team member.
- Work with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Motivate subordinate employees.
- Interpret and implement a variety of regulatory standards and guidelines.
- Establish professional working relationships with staff, partners, and volunteers.



- Reasonably obtain knowledge of applicable federal, state, and local laws, codes, regulations and Agency and departmental policies and procedures.
- Effectively present the ECM/Housing program to the public.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in Public Health, Healthcare Administration, Nursing, Social Work, Behavioral Health, Human Services or a related field required.
- Three (3) to five (5) years of progressive experience in health or social service settings.
- Minimum of two (2) years of program management or supervisory experience.
- Demonstrated experience in working with high-acuity populations (e.g. homelessness, reentry, SUD, SMI).
- Experience with data systems, case management platforms, medical billing systems, and/or state reporting systems.
- Any equivalent combination of education and/or experience may be acceptable on a year-to-year basis.

OTHER REQUIREMENTS:

- Successful completion of live scan fingerprinting, physical, substance abuse screening, TB, and all required vaccinations.
- Must be able to obtain specialized certifications and/or licensing, including but not limited to CPR, and Narcan Training certification within 90 days of employment.
- Possession of a valid California driver's license, current automobile insurance and acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) desired.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors and outdoors.
- Noise level is quiet to moderate.
- Hazards are minimal to moderate. This includes exposure to biohazards.

ESSENTIAL 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 the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE ECM Program Manager



Activity Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting			X
Walking		X	
Standing		X	
Bending (neck)			X
Bending (waist)			X
Squatting		X	
Climbing	X		
Kneeling		X	
Crawling	X		
Twisting (neck)			X
Twisting (waist)			X
Is repetitive use of hand required?			X
Simple Grasping (right hand)			X
Simple Grasping (left hand)			X
Power Grasping (right hand)		X	
Power Grasping (left hand)		X	
Fine Manipulation (right hand)			X
Fine Manipulation (left hand)			X
Pushing & Pulling (right hand)		X	
Pushing & Pulling (left hand)		X	
Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



Enhanced Care Management (ECM) Lead Care Manager

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 13

FLSA Status: Exempt

Date Approved: TBD

SUMMARY:

Under the supervision of the CalAIM Program Administrator, the ECM Care Manager is responsible for assessing client needs, developing and overseeing individualized care plans, and coordinating a wide range of medical, behavioral, and social services to support improved health outcomes. The Care Manager works collaboratively with interdisciplinary team members, including Community Health Workers, to ensure services are delivered in a trauma-informed manner. This role involves ongoing monitoring of client progress, advocacy, to reduce barriers to care, and consistent communication with providers and community partners to ensure comprehensive, person-centered support.

SUPERVISION RECEIVED:

CalAIM Program Administrator

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Evaluate a patient's medical, behavioral, and social needs through interviews, records, and collaboration with providers.
- Create individualized care plans tailored to each client's needs, goals, and preferences. Often in collaboration with other staff like Community Health Workers.
- Connect clients with medical providers, housing assistance, mental health services, substance use programs, food access, and more.
- Track client's progress over time, updating care plans as needed to ensure ongoing support and successful outcomes.
- Maintain a courteous and professional demeanor, using program's best practices and trauma informed care, ensuring a positive client experience.
- Conduct comprehensive assessments, including intake evaluations using standardized tools, while entering client information into the electronic health record system.
- Process appropriate referrals for healthcare services, housing assistance, and additional community resources.
- Monitor and document client progress in addressing health needs and achieving housing stability to support overall well-being.
- Enter data accurately, including client information and status updates, into the electronic health record system, while collaborating closely with other service providers to minimize



errors and prevent duplicate entries. Ensure the quality of data and documentation, addressing discrepancies as needed with relevant providers.

- Provide ongoing education and support to clients, assisting them in understanding available resources and encouraging active participation in their care.
- Serve as an advocate for clients, ensuring their preferences and rights are upheld throughout the care process.
- Collaborate with interdisciplinary teams to review client care plans and share insights that improve service delivery and outcomes.
- Effectively manage a diverse case load to ensure timely and appropriate interventions, prioritizing client needs and coordinating resources effectively.
- Facilitate client access to necessary follow-up appointments, medications, and treatment plans, ensuring continuity of care.
- Organize and participate in Care conferences and team meetings to discuss client progress and adjust care plans as necessary.
- Develop and implement strategies to engage clients who are difficult to reach or who have disengaged from services, fostering re-engagement in their care.
- Maintain up-to-date knowledge of community resources and healthcare regulations to provide accurate information to clients and ensure compliance with service delivery standards.

Other Job Specific Duties:

- Assists and participates in BKRHC meetings and community events as assigned.
- Collaborates with multidisciplinary teams to streamline the housing process, record keeping, effective Care management and partners with them.
- Works alternative hours as required, including nights, weekends, and holidays.
- Prepares, conducts, and attends all meetings, trainings, and conferences, as assigned.
- Other duties and special projects as necessary.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures.
- Principles of trauma informed care and person-centered planning.
- Behavioral health conditions and treatment approaches.
- Social determinants of health and their impact on care and outcomes.
- HIPPA regulations and client confidentiality requirements.
- Health insurance systems, including Medi-Cal, Medicare, and managed care plans.
- Documentation standards and use of electronic health records (EHR).
- Crisis interventions and de-escalation strategies.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Current problems of socially and economically challenged individuals.

**Ability to:**

- Multitask in a fast-paced environment, with prompt attention to client needs.
- Communicate effectively, verbally and in writing.
- Analyze problems and identify alternative solutions.
- Plan and implement developmentally appropriate routines and exercises.
- Plan, organize, and allocate resources.
- Work independently.
- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and interpret and explain policies and procedures.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.
- Understand and apply written regulations and instructions.
- Work with accuracy and attention to detail.
- Operate and use modern office equipment, including multi-line phone systems.
- Effectively organize and prioritize assigned work.
- Maintain professional relationships with diverse groups and community representatives.
- Maintain a safe and functional work environment.
- Speak at community engagements about Enhanced Case Management.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Must possess the required education and credentials for licensure as one of the following: Nurse Practitioner (NP), Registered Nurse (RN), Licensed Clinical Social Worker (LCSW), or Licensed Marriage and Family Therapist (LMFT). This includes successful completion of all applicable California state licensing examinations and holding an active, unrestricted license to practice in the designated field.
- Care Management certification (e.g., CCM, ACM) is preferred but not required; trauma-informed care training or certification is a plus.
- Experience working with individuals or families facing housing instability.
- Strong understanding of housing programs and health-related social services preferred.
- Excellent communication, organizational, and problem-solving skills to effectively collaborate with MCPs, landlords, and community partners.

OTHER REQUIREMENTS:

- Successful completion of live scan fingerprinting, physical, substance abuse screening, TB, and all required vaccinations.
- Must be able to obtain specialized certifications and/or licensing, including but not limited to, CPR, and Narcan Training certification within 90 days of employment.



- Possession of a valid California driver's license, current automobile insurance and acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) desired.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors and outdoors.
- Noise level is quiet to moderate.
- Hazards are minimal to moderate. This includes exposure to biohazards.

ESSENTIAL 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 the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE ECM Lead Care Manager			
Activity Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting			X
Walking		X	
Standing		X	
Bending (neck)			X
Bending (waist)			X
Squatting		X	
Climbing	X		
Kneeling		X	
Crawling	X		
Twisting (neck)			X
Twisting (waist)			X
Is repetitive use of hand required?			X
Simple Grasping (right hand)			X
Simple Grasping (left hand)			X
Power Grasping (right hand)		X	
Power Grasping (left hand)		X	
Fine Manipulation (right hand)			X
Fine Manipulation (left hand)			X
Pushing & Pulling (right hand)		X	
Pushing & Pulling (left hand)		X	
Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X



11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		



Community Health Worker

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 09

FLSA Status: Non-Exempt

Date Approved: TBD

SUMMARY:

Under the direction of the Enhanced Care Management (ECM) Program Manager, the Community Health Worker (CHW) plays a vital role in assisting patients and their families in navigating and accessing community services and resources, while promoting healthy behaviors and lifestyles. The CHW engages in street outreach, attends resource fairs, and participates in community events to connect with the underserved populations and build trust within the community. In collaboration with providers and Case Managers, the CHW supports the development and implementation of individualized care plans under the direction of licensed personnel, ensuring alignment with trauma informed care practices that emphasize safety, trust, empowerment, and cultural sensitivity. Through this integrated approach to care management and outreach, the CHW offers social support, informal counseling, and advocacy for individual and community health needs.

SUPERVISION RECEIVED:

Enhanced Care Management (ECM) Program Manager

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Responsible for establishing trusting relationships with patients and their families while providing general support and encouragement.
- Provide ongoing follow-up, basic motivational interviewing, and goal setting with patients/families.
- Follow up with patients via phone calls, home visits, and visits to other settings where patients can be found.
- Help patients set personal health related goals and attend appointments.
- Provide referrals for services to community agencies as appropriate.
- Assist patients to connect with transportation resources and provide appointment reminders in special circumstances.
- Exhibit excellent working relations with patients, visitors and staff
- Work closely with medical providers to help ensure that patients have comprehensive and coordinated care plans.
- Work collaboratively with other clinical personnel assigned to the patient.



- Provide consistent communication to the Case Manager to evaluate patient/family status, ensuring that information and reports clearly describe progress.
- Act as a patient advocate and liaison between the patient/family and community service agencies.

Other Job Specific Duties:

- Attend regular staff meetings, trainings and other meetings, as requested.
- Effectively manage assigned patient caseloads.
- Maintain strict adherence to HIPPA compliance.
- Provide support to all CalAIM staff as needed.
- Conduct street outreach as an essential job function to engage, build trust, and connect high needs individuals to care and resources.
- Participate in resource fairs and community events to promote services and expand community engagement.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Current problems of socially and economically challenged homeless individuals.
- Community resources appropriate to the needs of individuals and families.

Ability to:

- Multitask in a fast-paced environment with prompt attention to client needs.
- Communicate effectively, both verbally and in writing.
- Analyze problems and identify alternative solutions.
- Plan and implement developmentally appropriate routines, activities, and experiences.
- Plan, organize, and allocate resources efficiently.
- Work independently while exhibiting self-direction and flexibility.
- Prepare clear and concise reports.
- Exercise sound independent judgment within general policy guidelines.
- Provide guidance and interpret policies and procedures to clients and stakeholders.
- Support and engage with high needs populations facing challenges such as mental health issues, substance abuse, medical concerns, and socioeconomic factors.
- Understand and effectively apply written regulations and instructions.
- Maintain a high level of accuracy and attention to detail in all tasks.
- Operate and utilize modern office equipment, including multi-line phone systems.
- Effectively organize and prioritize assigned work to meet deadlines.
- Maintain professional relationships with various groups and community representatives.
- Ensure a safe and functional work environment.



- Speak at public events about issues related to homelessness.
- Demonstrate strong organizational skills to manage multiple priorities while remaining professional and calm.
- Work collaboratively with a diverse range of individuals, including youth.
- Exhibit strong call handling skills.
- Uphold a high level of confidentiality regarding sensitive materials and information.
- Offer suggestions for improving workflow and system efficiency for effectiveness.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent required; an associate's degree in public health, Social Work, Human Services or a related field is preferred.
- Certification as an EMT, paramedic, or certified nursing assistant preferred.
- Completion of a formal Community Health Worker training program from a college or educational institution is preferred; however, willingness and ability to complete training within a specified timeframe is also acceptable.
- A background in medical terminology is preferred.
- Strong understanding of housing programs and health-related social services.
- Excellent communication, organizational, and problem-solving skills to effectively collaborate with medical care providers, landlords, and community partners.
- Minimum one (1) year of case management, street outreach, or other social/medical field experience required.
- Lived experience and/or knowledge of the communities served, including justice involved, is highly valued and can be considered in lieu of formal education.

OTHER REQUIREMENTS:

- Successful completion of live scan fingerprinting, physical, substance abuse screening, TB, and all required vaccinations.
- Must be able to obtain specialized certifications and/or licensing, including, but not limited to CPR, and Narcan Training certification within 90 days of employment.
- Must be able to obtain or be enrolled in a program designated for certification as a Community Health Worker and Asthma Prevention within 90 days of employment.
- Possession of a valid California driver's license, current automobile insurance and acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) desired.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors and outdoors.



- Noise level is quiet to moderate.
- Hazards are minimal to moderate. This includes exposure to biohazards.

ESSENTIAL 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 the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Community Health Worker			
Activity Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting			X
Walking			X
Standing			X
Bending (neck)			X
Bending (waist)			X
Squatting		X	
Climbing	X		
Kneeling		X	
Crawling	X		
Twisting (neck)			X
Twisting (waist)			X
Is repetitive use of hand required?			X
Simple Grasping (right hand)			X
Simple Grasping (left hand)			X
Power Grasping (right hand)		X	
Power Grasping (left hand)		X	
Fine Manipulation (right hand)			X
Fine Manipulation (left hand)			X
Pushing & Pulling (right hand)		X	
Pushing & Pulling (left hand)		X	
Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



MEMORANDUM

To: Personnel Committee

From: Jerry Meade, Assistant Director ~ Program 
Robert Espinosa, Program Design and Management Administrator 

Date: June 4, 2025

Subject: *Agenda Item 4(d)* : Head Start Enrollment and Attendance Job Descriptions –
Action Item

The Head Start/State Child Development Division's Enrollment and Attendance Department has revised its job description to better reflect the responsibilities and scope of work associated with each position. These updates promote consistency across classifications and support a more efficient process for managing applications, attendance tracking, and meal service documentation for the children served. In addition to improving operational alignment, the updated job descriptions support long-term succession planning within the division.

These changes were developed in close collaboration with the Human Resources Department to ensure alignment with similar roles across CAPK. The revised job descriptions have been evaluated and graded in accordance with the approved CAPK Compensation Schedule.

Position Title	Proposed Changes	Current Grade	New Grade
Enrollment and Attendance Specialist	Reclassified: Title change, and incorporate Attendance, Enrollment and CACFP responsibilities.	6 Min: \$18.89 Mid: \$23.62 Max: \$28.34	8 Min: \$22.86 Mid: \$28.59 Max: \$34.30
Enrollment and Attendance Coordinator	Reclassified: Title change and incorporate Enrollment Specialist and Attendance Specialist duties.	8 Min: \$22.86 Mid: \$28.59 Max: \$34.30	9 Min: \$25.45 Mid: \$31.81 Max: \$38.18
Enrollment and Attendance Supervisor	Reclassified: Title change and Incorporate verbiage of direct reports and combined responsibilities.	10 Min: \$28.39 Mid: \$35.49 Max: \$42.59	N/A
Enrollment and Attendance Manager	Reclassified. Incorporate verbiage of direct reports.	12 Min: \$35.58 Mid: \$44.47 Max: \$53.37	N/A

The fiscal impact aligns with the current Head Start budget that supports the adjustments to these positions.

As part of the 2021-25 Strategic Plan, specifically under Goal 4: *CAPK seeks to be an employer of choice and attract and retain a high-quality workforce to achieve the organization's desired results*, this proposal supports staff development, growth, and retention by creating a pathway for current staff or new recruits to be placed in supervisory position that will increase their

knowledge base and provide experience in order to have the ability to promote within the organization.

Recommendation:

Staff recommend the Personnel Committee approve the title changes and job descriptions as presented and submit to the Board of Directors for approval.

Attachments:

Enrollment and Attendance Specialist Job Description
Enrollment and Attendance Coordinator Job Description
Enrollment and Attendance Supervisor Job Description
Enrollment and Attendance Manager Job Description



Enrollment and Attendance Specialist

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08
Date Approved: TBD

FLSA Status: Non-Exempt

SUMMARY:

The Enrollment and Attendance Specialist supports Head Start, Early Head Start, and State Child Development Programs by coordinating eligibility, recruitment, enrollment, attendance, and meal tracking processes. This position ensures compliance through family support, accurate data management, and collaboration with internal and external stakeholders.

SUPERVISION RECEIVED:

Receives supervision from an Enrollment and Attendance Supervisor.

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be provided to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Maintain computerized database management systems for Head Start, Early Head Start, and state programs, including but not limited to completing, entering, updating, and auditing applications, as well as sign-in and sign-out forms.
- Create and deliver correspondence as needed.
- Track and monitor all areas of eligibility and attendance for federal and state programs.
- Review eligibility information provided by CAPK staff and parents for federal and state programs.
- Audit and review federal and state files to ensure compliance with regulations.
- Contact families who submitted online applications.
- Assist Family Service Workers in collecting documentation.
- Complete Program Application, ensure accuracy by utilizing the Quality Assurance auditing tool, and submit to Enrollment Specialist for audit and certification.
- Accept and enroll families in Head Start, Early Head Start, and state programs.
- Shares responsibility answering the hotline for enrollment and recruitment purposes.
- Provide support to the center staff in the enrollment and selection process of all families.
- Date entry into the designated software databases to ensure compliance with all funding sources.
- Receives payments and issues receipts.
- Meet with families to complete applications for Head Start, Early Head Start, and state programs, as needed.
- Provide information to families inquiring about programs offered by CAPK.



- Provide training, when necessary, in a large group, small group, or one-on-one setting.
- Work closely with other agencies and organizations in the community as part of a collaborative effort to boost recruitment and enrollment for Head Start, Early Head Start, and state programs.
- Provide general clerical support such as typing, filing, copying, etc.
- Generate, monitor, and maintain an organized filing system for the variety of reports to track and monitor eligibility, recruitment, selection, and enrollment.
- Track meal counts per the requirements outlined by the Child and Adult Food Care Program.

Other Job Specific Duties:

- Attend all training, meetings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Perform any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Understanding of socially and economically diverse families.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheet, database, and related software applications.

Ability to:

- Deal with conceptual matters.
- Plan, organize, and allocate resources.
- Work independently.
- Communicate effectively, verbally and in writing.
- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and explain policies and procedures.
- Analyze problems and identify alternative solutions.
- Work with accuracy and attention to detail.
- Operate and use modern office equipment.
- Effectively organize and prioritize assigned work.
- Establish and maintain effective working relationships with staff, agencies, and parents.



EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate degree from an accredited college or university in public administration, business administration, early childhood education, child development, social services, or related field is preferred.
- One (1) year of experience in social services or related field.
- Two (2) years' experience in a data entry position with administrative and/or general clerical support functions.
- Any equivalent combination of education, training, and experience which will provide the capabilities to perform the described duties will be considered.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted and have records filed with the State Department of Social Services, Community Care Licensing.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.
- Bilingual language fluency (English/Spanish) desirable.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL 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 the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Enrollment and Attendance Specialist			
Activity Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting			X
Walking			X
Standing			X
Bending (neck)			X
Bending (waist)			X
Squatting		X	
Climbing	X		



Kneeling			X			
Crawling		X				
Twisting (neck)				X		
Twisting (waist)				X		
Is repetitive use of hand required?				X		
Simple Grasping (right hand)				X		
Simple Grasping (left hand)				X		
Power Grasping (right hand)			X			
Power Grasping (left hand)			X			
Fine Manipulation (right hand)				X		
Fine Manipulation (left hand)				X		
Pushing & Pulling (right hand)			X			
Pushing & Pulling (left hand)			X			
Reaching (above shoulder level)			X			
Reaching (below shoulder level)			X			
	LIFTING			CARRYING		
	NEVER 0 HOURS	UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



Enrollment and Attendance Coordinator

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 09

FLSA Status: Non-Exempt

Date Approved: TBD

SUMMARY:

The Enrollment and Attendance Coordinator supports Head Start, Early Head Start, and State Child Development Programs and the Child and Adult Food Care Program (CACFP) by coordinating eligibility, recruitment, enrollment, attendance, and meal tracking processes. This position ensures compliance through family support, accurate data management, and collaboration with internal and external stakeholders. Provides management and oversight of the Head Start and California Department of Education (CDE) state contracts enrollment requirements through an auditing and monitoring process completed by the enrollment and attendance department to mitigate fraud risks.

SUPERVISION RECEIVED:

Receives supervision from the Enrollment and Attendance Supervisor.

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be provided to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Ensure full enrollment is maintained.
- Provides guidance and ensures compliance with procedures and overall department production related to eligibility, recruitment, selection, enrollment, attendance, and meal tracking.
- Maintain computerized database management systems for Head Start, Early Head Start, and state programs, which include, but are not limited to, completing, entering, updating, and auditing applications, sign-in and sign-out forms, and meal counts.
- Create and deliver correspondence as needed.
- Track and monitor all areas of enrollment, attendance, and CACFP.
- Review eligibility information for federal and state programs as provided by CAPK staff and parents.
- Audit and review federal and state files to ensure compliance with regulations.
- Accept and enroll families in Head Start, Early Head Start, and state programs.
- Shares responsibility with Enrollment Technicians for answering the hotline for enrollment and recruitment purposes.
- Provide support to the center staff in the enrollment and selection process of all families.
- Meet with families to complete applications for Head Start, Early Head Start, and state programs, as needed.
- Generate, monitor, and maintain an organized filing system for the variety of reports that are needed to track and monitor eligibility, recruitment, selection, and enrollment.
- Attend meetings as required.
- Develop staff training from data outcomes that is delivered through on-site consultation,



coaching, and mentoring of staff, and group trainings that includes measurable criteria leading to quality outcomes.

- Ensures eligibility criteria and selection processes are implemented according to regulations and funding requirements.
- Ensures documentation for eligibility and certification is accurate and in compliance according to funding sources, prior to enrollment.
- Tracks and monitors all areas of attendance data for federal and state programs to ensure an error-free audit and review.
- Work closely with other agencies and organizations in the community as part of a collaborative effort to boost recruitment and enrollment for Head Start, Early Head Start, and state programs.

Other Job Specific Duties:

- Attend all training, meetings, and conferences assigned.
- Maintain a safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures.
- Agency policies and procedures
- Applicable federal, state, and local laws, codes, and regulations
- Departmental policies and procedures
- Correspondence and report writing practices and procedures.
- Current problems of socially and economically challenged families.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheet, database, and other related software applications.

Ability to:

- Deal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively verbally and in writing.
- Demonstrate good interpersonal skills.
- Work alternative hours as required, including nights and weekends.
- Establish professional working relationships with staff, agencies, and families.
- Reasonably obtain knowledge of agency and departmental policies and procedures. Effectively communicate with community members and groups, managers, agencies, and families, both individually and in group settings.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.



- Associate's degree from an accredited college or university in public administration, business administration, early childhood education, child development, social services, or related field is preferred.
- Bachelor's degree from an accredited college or university with a major in finance, social services, early childhood development, human services, behavioral science, public or business administration is desired.
- Three (3) years working in an administrative field with an emphasis on finance, social services, case management, public administration, child development, or related field.
- Any equivalent combination of education, training, and experience which will provide the capabilities to perform the described duties will be considered.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted and have records filed with the State Department of Social Services, Community Care Licensing.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.
- Bilingual language fluency (Spanish/English) desirable.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL 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 the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Enrollment and Attendance Coordinator			
Activity Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting			X
Walking			X
Standing			X
Bending (neck)			X
Bending (waist)			X
Squatting		X	
Climbing	X		
Kneeling		X	
Crawling	X		
Twisting (neck)			X
Twisting (waist)			X
Is repetitive use of hand required?			X
Simple Grasping (right hand)			X
Simple Grasping (left hand)			X



Power Grasping (right hand)				X		
Power Grasping (left hand)				X		
Fine Manipulation (right hand)						X
Fine Manipulation (left hand)						X
Pushing & Pulling (right hand)				X		
Pushing & Pulling (left hand)				X		
Reaching (above shoulder level)				X		
	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



Enrollment and Attendance Supervisor

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10

FLSA Status: Non-Exempt

Date Approved: TBD

SUMMARY:

The Enrollment and Attendance Supervisor is responsible for the oversight and management of eligibility, recruitment, selection, enrollment, attendance, and meal tracking for the HS/SCD Division. Provides management and oversight of the Head Start and California Department of Education (CDE) state contracts enrollment requirements through an auditing and monitoring process completed by the enrollment department to mitigate fraud risks. The Enrollment and Attendance Supervisor also prepares, processes, maintains, and reviews attendance, statistical or fiscal documents, and records related to CDE reimbursement regulations and the Child and Adult Care Food Program (CACFP).

SUPERVISION RECEIVED:

Receives supervision from the Enrollment and Attendance Manager.

SUPERVISION EXERCISED:

Direct supervision of the Enrollment and Attendance Coordinators and Enrollment and Attendance Specialists.

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be provided to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Ensure full enrollment is maintained.
- Provides guidance and ensures compliance with procedures and overall department production related to eligibility, selection, recruitment, and enrollment.
- Conducts department performance evaluations through a scheduled monitoring, reporting, and audit process that is data driven.
- Develop staff training from data outcomes that are delivered through on-site consultation, coaching, and mentoring of staff, and group training that includes measurable criteria leading to quality outcomes.
- Identifies and implements strategies to ensure consistency in process and compliance of departmental procedures.
- Ensures eligibility criteria and selection processes are implemented according to regulations and funding requirements.
- Ensures documentation for eligibility and certification is accurate and in compliance according to funding sources, prior to enrollment.
- Collaborates with Program Staff, Support Service Staff, other departments, and community members as appropriate.
- Supervises recruitment, including planning, participation in recruitment events, ordering and distribution of materials, accessing media and technology, collaborating with



community partners, and other recruitment activities to ensure compliance for the program.

- Provides technical and procedural assistance and training to administrative and program staff on the designated child software systems.
- Assists with audits and funding source reviews.
- Monitors compliance with internal controls.
- Responsible for developing, maintaining, and updating written policies and procedures as needed.
- Maintains a strong understanding of CACFP, Head Start Program Performance Standards (HSPPS), and California Code of Regulations Title 5 (CDE), and Title 22 (Community Care Licensing).
- Oversees, compiles, reviews, monitors, and maintains monthly CDE attendance data entry, documentation, reporting, and CDE claim data.
- Prepares and submits monthly and periodic CDE reports to the CAPK Finance Division, as well as auditing and reporting CACFP statistical reports.
- Maintains records of family fees, prepares, and distributes family fee statements, receives family fee payments by mail or in person, prepares bank deposits, and develops payment plans for delinquent fees.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as assigned, including nights and weekends.
- Proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Age and developmentally appropriate education practices for children ages 0-5.
- Reflective supervision process, analyze problems, and identify alternative solutions.
- Experience working with adults and children.
- Conducting developmental assessments of children.
- Agency and Departmental policies and procedures.
- Current problems of socially and economically diverse families.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheet, database, and related software applications.
- Regulations governing the fiscal requirements of Head Start, California Department of Education, and Child and Adult Care Food Program.
- Applicable federal, state, and local laws, codes, and regulations.

Ability to:

- Maintain strict client confidentiality.
- Able to deal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate professional interpersonal skills.



- Work as a positive team member.
- Work independently.
- Prepare clear and concise reports.
- Attend evening and weekend meetings and trainings.
- Exercise sound, independent judgment within general policy guidelines.
- Establish professional working relationships with staff, agencies, and parents.
- Work with accuracy and attention to detail.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate's degree with emphasis in business administration, accounting, or related field is required.
- Bachelor's degree from an accredited college or university with a major in finance, social services, early childhood development, human services, behavioral science, public or business administration is preferred.
- Three (3) years working in an administrative field with an emphasis on finance, social services, case management, public administration, child development, or related field.
- Two (2) years of supervisory experience.
- Any equivalent combination of education, training, and experience which will provide the capabilities to perform the described duties will be considered.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted, if required by funding source or state licensing, and have such records filed with the State Department of Social Services, Community Care Licensing.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.
- Bilingual language fluency (Spanish/English) desirable.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL 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 the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.



POSITION TITLE: Enrollment and Attendance Supervisor						
Activity	NEVER 0 HOURS		OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS		
Hours Per Day						
Sitting				X		
Walking				X		
Standing				X		
Bending (neck)				X		
Bending (waist)				X		
Squatting			X			
Climbing	X					
Kneeling			X			
Crawling	X					
Twisting (neck)				X		
Twisting (waist)				X		
Is repetitive use of hand required?				X		
Simple Grasping (right hand)				X		
Simple Grasping (left hand)				X		
Power Grasping (right hand)			X			
Power Grasping (left hand)			X			
Fine Manipulation (right hand)				X		
Fine Manipulation (left hand)				X		
Pushing & Pulling (right hand)			X			
Pushing & Pulling (left hand)			X			
Reaching (above shoulder level)			X			
Reaching (below shoulder level)			X			
	LIFTING			CARRYING		
	NEVER 0 HOURS	UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



Enrollment and Attendance Manager

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 12

FLSA Status: Exempt

Date Approved: 07/27/2018

SUMMARY:

The Enrollment and Attendance Manager is responsible for the oversight and management of the eligibility, recruitment, selection, enrollment, and attendance of the Head Start and State Child Development Division. The Enrollment and Attendance Manager provides management and oversight of the California Department of Education state contracts enrollment, attendance, and Child and Adult Care Food Program (CACFP) through an auditing and monitoring process completed by the Enrollment and Attendance department.

SUPERVISION RECEIVED:

Receives supervision from the Program Design and Management Administrator.

SUPERVISION EXERCISED:

Direct supervision of Enrollment and Attendance Supervisor.

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Ensures full enrollment is maintained.
- Provides staff training and development, including on-site consultation, coaching, and any necessary disciplinary action to subordinates and other staff related to eligibility and audit functions.
- Conducts performance evaluations based on measurable and objective criteria and related to the program service area plans and goals.
- Ensures that personal and professional development and training plans are implemented for the Enrollment and Attendance team.
- Monitors enrollment and average daily attendance for Head Start/State Child Development division. Identifies and implements strategies to ensure average daily attendance is maintained.
- Monitors state parent fees, best interest days, and unexcused absences to ensure non-reimbursable costs are not incurred.
- Supervises recruitment, including planning, participation in recruitment events, ordering and distribution of materials, accessing media and technology, collaborating with community partners, and other recruitment activities to ensure compliance for the program.
- Ensures eligibility criteria and selection processes are implemented, as per regulations and funding requirements.
- Ensures documentation for eligibility/enrollment criteria, selection processes and follow-up are accurate and in compliance, as per funding sources and Community Care Licensing.



- Completes reports as required by funding sources.
- Participates in the development and monitoring of refunding applications, budget, program area plans, and updated community assessment.
- Coordinates audit preparation to ensure compliance with funding regulations.
- Responsible for the administrative function of the CACFP, including oversight of claim reimbursement process.
- Provide reports to the Board of Directors and Policy Council on areas including eligibility, recruitment, selection, enrollment, attendance, and CACFP.
- Conducts hearings for parent appeals in accordance with Department of Education Title 5.
- Provide support to administrative and center staff in the designated child software database.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Applicable federal, state, and local laws, codes, and regulations
- Agency and departmental policies and procedures.
- Regulations governing the administration of Head Start Program and State related program.
- Principles and methods of organization, planning and coordination.
- Supervisory principles and practices
- Correspondence and report writing practices and procedures.
- Current problems of socially and economically diverse families.
- Word processing, spreadsheet, database, and other related applications.
- Modern office practices, methods, procedures, and equipment, including computers.
- Principles and techniques of training, program development, and operation.

Ability to:

- Plan, organize, allocate and control confidential data and organizational resources.
- Demonstrate good interpersonal skills.
- Work collaboratively as part of a team
- Deal with conceptual matters
- Work under frequent time pressures or deadlines.
- Supervise, mentor, and motivate a diverse group of individuals.
- Work independently.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and interpret and explain policies and procedures.
- Analyze administrative, operational, and organizational problems and evaluate alternatives to reach sound solutions.
- Communicate effectively, verbally and in writing.



- Gather and analyze data.
- Establish and maintain effective working relationships, internally and externally.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree from an accredited college or university with a major in one of the following disciplines: social services, early childhood development, human services, behavioral science, public or business administration is required.
- Minimum four (4) years of progressive management/supervision experience in Early Childhood Education, Social Service, Public Administration, Human Development, or related field.
- Two (2) years of direct experience in social service programs or similar programs required.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have reliable transportation during working hours.
- Must be fingerprinted, and have such records filed with the State Department of Social Services, Community Care Licensing.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.
- Bilingual language fluency (Spanish/English) highly desirable.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL 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 the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE: Enrollment and Attendance Manager				
Activity	Hours Per Day	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
Sitting				X
Walking				X
Standing				X
Bending (neck)				X
Bending (waist)				X
Squatting			X	
Climbing		X		



Kneeling		X	
Crawling	X		
Twisting (neck)			X
Twisting (waist)			X
Is repetitive use of hand required?			X
Simple Grasping (right hand)			X
Simple Grasping (left hand)			X
Power Grasping (right hand)		X	
Power Grasping (left hand)		X	
Fine Manipulation (right hand)			X
Fine Manipulation (left hand)			X
Pushing & Pulling (right hand)		X	
Pushing & Pulling (left hand)		X	
Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		



MEMORANDUM

To: Personnel Committee

From:  Jerry Meade, Assistant Director of Program


Robert Espinosa, Program Design and Management Administrator

Date: June 4, 2025

Subject: *Agenda Item 4(e): Head Start Personnel Update – Info Item*

The Head Start and State Child Development Division is committed to continue providing an ongoing update regarding personnel challenges affecting the Head Start program.

The Head Start and State Child Development Division is committed to continue providing an ongoing update regarding personnel challenges affecting the Head Start program.

For the month of May 2025, the following information is provided to the Personnel Committee:

- 638 Staff employed.
- 29 Vacant Positions.
- Onboard 2 new staff members.
- Seven (7) Resignations.
- One (1) days of interviews for one open requisition.

Job opportunities are continuously posted on the Head Start California website, accompanied by dedicated recruitment efforts for our direct service positions.

Attached is a document that details the closed classrooms and staff vacancies for the closed and open classrooms as of May 27, 2025.

Attachment:
Enrollment Staffing Data Sheet

Enrollment Staffing Data Sheet

Site	Funded	Reportable Enrollment	% Enrolled	Budgeted Staffed	Currently Staffed	Staff Vacancies	% Staffed
Alberta Dillard (PY)	34	34	100%	6	6	0	100%
Alicante	20	20	100%	3	3	0	100%
Angela Martinez EHS	24	25	104%	9	9	0	100%
Angela Martinez HS	51	51	100%	9	8	1	89%
Bakersfield College	32	28	88%				
Blanton	16	12	75%				
Broadway (PY)	37	37	100%	6	6	0	100%
California City (PY)	17	17	100%	2	2	0	100%
California Street	24	24	100%	9	8	1	89%
Cleo Foran EHS	8	8	100%	3	3	0	100%
Cleo Foran HS	15	15	100%	3	3	0	100%
Delano (PY)	60	60	100%	12	12	0	100%
Escuelita Hernandez	16	15	94%				
Fairfax (PY)	34	34	100%	6	6	0	100%
Family Childcare EHS	20	27	135%				
Family Childcare HS	10	15	150%				
Garden Pathways	11	12	109%				
Gianone	16	16	100%	3	3	0	100%
Harvey L. Hall EHS	68	67	99%	24	24	0	100%
Harvey L. Hall	74	74	100%	9	9	0	100%
Heritage (PY)	17	17	100%	2	1	1	50%
Kennedy	16	16	100%	6	5	1	83%
Lathrop	24	25	104%	9	9	0	100%
Lodi	32	34	106%	9	9	0	100%
M. Massei	24	24	100%	9	8	1	89%
MJM EHS	16	16	100%	6	6	0	100%
MJM HS	34	32	94%	6	6	0	100%
Oasis EHS (PY)	4	4	100%	3	2	1	67%
Oasis (PY)	34	26	76%	6	5	1	83%
Pete Parra EHS	48	48	100%	15	15	0	100%
Pete Parra HS	68	68	100%	9	9	0	100%
Primeros Pasos EHS	16	17	106%	6	6	0	100%
Primeros Pasos HS	51	51	100%	9	9	0	100%
Rosamond (PY)	51	51	100%	9	8	1	89%
San Diego EHS	32	34	106%	12	12	0	100%
Shafter EHS	24	24	100%	9	9	0	100%
Shafter	17	17	100%	3	3	0	100%
TBD	8	0	0%	3	3	0	100%
Stockdale HS	45	33	73%	12	8	4	67%
Sterling EHS	72	66	92%	26	23	3	88%
Sterling HS	53	51	96%	9	9	0	100%
Sunrise Villa (PY)	17	17	100%	3	3	0	100%
Taft (PY)	51	51	100%	15	15	0	100%
Taft College	22	18	82%				
Tehachapi (PY)	15	15	100%	2	2	0	100%
Vineland (PY)	17	14	82%	2	2	0	100%
Virginia (PY)	17	17	100%	2	2	0	100%
Willow (PY)	37	37	100%	9	9	0	100%
Home Base Kern 160	160	161	101%	16	16	0	100%
SJC EHS HB 80	80	73	91%	8	8	0	100%
Total	1689	1648	98%	339	324	15	96%

Closed Classrooms	Funded Enrollment	Staff Vacancies
Stockdale HS ~ 45		
Class A	8	3
Sterling EHS ~ 80		
Class 9	9	2
EHS HB ~ 100		
ECE 10	10	0
TBD~ 8		
Class 1	8	0
Classrooms Fully	Total Slots	Staff Vac.
4	35	5
* TBD- St. Mary's- slots pending		
	Slots	Staff Vac.
Closed Enrollment	2%	33.33%
Open Enrollment	98%	66.67%

Funded Enrollment	1689	1648 98%
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Active Enrollment	1654	1648 100%
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