

**Wabash Area Development, Inc.**  
**Job Description**

**Job Title:** Service Support Aide  
**Department:** Head Start/Early Head Start  
**Reports to:** Center Supervisor  
**Grade Level:** III  
**Prepared by:** HS/EHS Director  
**Prepared date:** 06/09/2020  
**Approved by:** Executive Director  
**Approved date:** 10/6/20

**Summary:** The Head Start Service Support Aide will assist in covering duties in meal preparation, classroom coverage, transportation, and family services for enrolled Head Start families. Works with center staff to ensure center is cleaned, sanitized, and prepared for following school day. Works toward compliance in all facets of Head Start program performance standards and DCFS regulations.

**Essential Duties and Responsibilities:** include the following:

Coordinate with Center Supervisor on all center duties and assume some of the daily duties of cook, bus monitor/aide, health assistant, and teacher in their absence.

Collaborate with all center staff to maintain consistency and cooperation in the classroom teams.

Work with classroom teams to complete daily USDA documentation.

Learn and use components of “Conscious Discipline” management tool for classroom and bus.

Supervise and monitor children at all times.

Assists with recruitment of children into Head Start, coordinates and participates in all related functions.

Assists in the classroom by covering breaks and lunches as directed by the supervisor.

Respect the diverse values and cultures of the families served.

Accepts and performs other work as assigned.

Stay current on Gateways to Opportunity.

Assists with calling families within 1 hour of non-attendance to determine reason for absence and log information as required.

Keeps health staff informed of any concerns on children.

Relays center transportation updates and changes in timely manner to their supervisor.

Assists in maintaining updated/current Emergency Medicals and Release of Child information for bus routes and classrooms.

Assists the cook with food orders/buys groceries and supplies in accordance with planned menus while using time and resources efficiently as directed.

Assists with preparing meals and snacks for site daily when needed.

Complies with the Illinois Department of Public Health's Food Service Sanitation Code.

Assists with maintaining the kitchen in clean and sanitary manner daily.

Assists with cleaning classroom at the end of the day.

Assists with preparing and making copies of notes, calendars, and other information to be sent home to families as needed.

Assists with preparing food for children requiring special diets as needed.

Maintains confidentiality regarding children, families, staff, and/or agency matters.

Attends staff meetings and in-service training as requested, including any called by the County Manager as requested throughout the year.

Remains professional, focused and adheres to safety rules and regulations.

Remains calm under pressure, staying focused on needs and safety of children.

Serves as a bus monitor as assigned or as needed for day to day operation of services.

Assures that children are safely transported and delivered while in the care of WADI Head Start when assisting as a bus monitor.

Completes annual transportation training to assure safe practices when transporting.

Assures that all children are released with appropriate person provided by caregiver/guardian when releasing a child.

Assures that caregiver/guardian signs the bus monitor form and/or classroom sign in/out sheet when releasing a child.

Assists with entering data information as directed by supervisor.

Assists with maintaining health tracking for children and families as needed.

Documents necessary information on service logs for each child/family.

Assists in maintaining up-to date Material Safety Data Sheets for all supplies.

Refers to policies and procedures to successfully fulfill job duties.

Any other duties as assigned to ensure smooth program operation and/or to assist with coordination of other agency sponsored programs.

**Supervisory Responsibilities:** This position has no supervisory responsibilities.

**Competencies:** To perform the job successfully, an individual should demonstrate the following and understand the dynamics of a successful business.

**Analytical:** Collects and researches data; uses intuition and experience to compliment data.

**Design:** Generates creative solutions; Demonstrates attention to detail.

**Problem Solving:** Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving solutions; Uses reason even when dealing with emotional topics.

**Technical Skills:** Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Customer Service:** Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Interpersonal skills:** Focuses on solving conflict, not blaming; Maintains confidentiality; Remains open to others' ideas and tries new things; Keeps emotions under control; Listens to others without interrupting; Respects others' time and space.

**Oral communication:** Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.

**Written communication:** Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Teamwork:** Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interest; Supports everyone's effort to succeed.

**Quality Management:** Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

**Organizational Support:** Follows policies and procedures; Completes paperwork correctly and on time; Supports organization's goals and values.

**Cost Consciousness:** Works within approved budget; Develops and implements cost saving measures; Conserve organizational resources.

**Diversity:** Shows respect and sensitivity for culture differences.

**Planning/Organizing:** Prioritizes and plan work activities; Uses time efficiently.

**Professionalism:** Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for their own actions; Follows through on commitments; Understands the dynamics of the operation of a successful business.

**Ethics:** Treats people with respect; Keeps commitments; Inspires trust of others; Works with integrity and ethically; Upholds organizational values.

**Safety and Security:** Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Attendance/Punctuality:** Is consistently at work and on time; arrives at meetings and appointments on time; Ensures work responsibilities are covered when absent.

**Dependability:** Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

**Quantity:** Completes work in a timely manner; Always willing to help others when feasible.

**Adaptability:** Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:** Individual must be at least 18 years old. The individual must have a High school diploma or general education degree (GED). Salary based on salary schedule, education, & experience.

**Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Mathematical Skills:** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:** To perform this job successfully, an individual should have knowledge of Microsoft Excel spreadsheet software and Microsoft Word processing software.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, walk, use hands to finger, handle, feel, reach with hands and arms, taste, smell, talk, and hear. The employee is occasionally required to stand, climb, balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds, over 50 pounds requires a two man lift. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The noise level in the work environment is usually moderate.

---

Staff Signature

---

Date

---

Supervisor's Signature

---

Date