

INCA Community Services, Inc.

Job Description



Title:	Head Start Administrative Assistant	Reports to:	Head Start Director
Program:	Head Start/Early Head Start	Status:	Exempt/Full Time - Full Benefits
Approved:	April 2026	Wage:	(see salary scale)

Benefits:

Health and Life Insurance, Sick and Annual Leave, Funeral Leave, Retirement Program (401k), Social Security, Workers' Compensation Insurance and Unemployment Insurance. All paid holidays.

Job Summary:

The Head Start Administrative Assistant manages data systems and coordinates daily office operations, while serving as a key liaison for families by directly assisting the Head Start Director and Family Advocates with case management and enrollment, and helping families connect with community resources. Provides program-wide administrative, operational, and multi-county data-tracking support to the Head Start Director and management team. Helps plan family engagement activities, parent meetings, training, and community outreach. The Assistant is primarily responsible for system data entry; maintaining and auditing records in ChildPlus and ODHS compliance systems; tracking staff licensing requirements across counties; and assisting with Eligibility, Recruitment, Selection, Enrollment, and Attendance (ERSEA) activities.

This position has recurring access to a vulnerable population.

Essential Functions: *The following is intended to describe the general nature and level of work performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed in such a position.*

Family Engagement Support

- Family engagement activities that support positive parent-child relationships, family well-being, and children's school readiness.
- Assist staff in developing and implementing meaningful opportunities for parents and families to participate in the Head Start program.
- Coordinate parent meetings, family trainings, workshops, orientations, family service events, and other program activities.
- Develop and maintain an annual calendar of parent meetings, trainings, and family engagement events.
- Coordinate meeting locations, presenters, materials, refreshments, childcare arrangements, notices, sign-in sheets, and other event-related needs.
- Communicate with parents regarding upcoming meetings, trainings, program activities, volunteer opportunities, and available community resources.
- Encourage parent participation in program planning, family activities, shared decision-making, and leadership opportunities.
- Assist with activities involving parent committees and the Policy Council, as assigned.
- Help ensure parents receive information in a manner that is understandable, accessible, and responsive to their language and communication needs.
- Collect parent feedback and assist in using that information to improve family services and program activities.
- Support the program's efforts to engage fathers, grandparents, guardians, and other important family members.
- Assist with coordinating family transition activities as children enter Head Start, move between program options, or transition to kindergarten.

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Family Services Support

- Assist family services staff with tracking family goals, referrals, follow-up activities, family contacts, and services provided.
- Help connect families with community resources related to housing, food, transportation, employment, education, healthcare, mental health, financial stability, and other identified needs.
- Maintain current information regarding community resources and service providers.
- Assist with establishing and maintaining partnerships with community organizations that support Head Start children and families.
- Support family services staff with documentation and follow-up needed to demonstrate progress toward family goals and program outcomes.
- Maintain confidentiality of child and family information in accordance with agency policies and applicable requirements.

ERSEA Support

- Assist with Eligibility, Recruitment, Selection, Enrollment, and Attendance activities under the direction of the Head Start Director or designated ERSEA staff.
- Support recruitment efforts throughout the program's service area, including outreach events, distribution of program information, and communication with community partners.
- Assist families with completing applications and gathering required eligibility and enrollment documentation.
- Enter and update application, eligibility, enrollment, attendance, and waitlist information in the program's data-management system.
- Review files and electronic records for completeness and notify appropriate staff when documentation is missing or requires correction.
- Assist with maintaining accurate waitlists and tracking vacancies to support timely enrollment.
- Help monitor attendance information, identify missing documentation, and support follow-up on attendance concerns.
- Assist with attendance initiatives designed to promote regular participation and reduce chronic absenteeism.
- Protect sensitive eligibility and family information and follow established procedures for collecting, storing, and sharing records.

Program Data Entry and Monitoring

- Enter accurate and timely information into the program's approved data-management systems.
- Maintain child, family, enrollment, attendance, service, referral, meeting, training, and event records.
- Review data for accuracy, completeness, consistency, and duplication.
- Work with program staff to correct missing, incomplete, or inaccurate information.
- Track required documentation and notify staff of upcoming or overdue items.
- Generate routine reports, rosters, spreadsheets, summaries, and tracking documents for the Head Start Director and management team.
- Assist with preparing information for program reports, grant reporting, community assessments, self-assessments, monitoring reviews, and other required submissions.
- Support ongoing monitoring by helping collect, organize, and analyze program information.
- Maintain organized electronic and paper files in accordance with agency record-retention and confidentiality requirements.
- Assist staff with using program data systems and following consistent documentation procedures.
- Help monitor progress toward program goals, service-delivery requirements, and performance measures.

Administrative and Program Support

- Provide high-level, confidential direct administrative assistance to the Head Start Director and management team.

- Assist the Head Start Director with scheduling, correspondence, reports, presentations, meeting materials, program calendars, and assigned projects.
- Help organize management, staff, parent, community-partner, and program-planning meetings.
- Prepare agendas, distribute materials, maintain sign-in sheets, and document meeting minutes when assigned.
- Assist with gathering documentation requested during federal, state, licensing, fiscal, or internal monitoring activities.
- Support program planning, the annual self-assessment, continuous improvement activities, and the development or revision of program policies and procedures.
- Assist with maintaining evidence that services and activities comply with the Head Start Program Performance Standards.
- Coordinate information among program sites, service-area managers, family services staff, teaching staff, and administrative personnel.
- Assist with ordering, organizing, and distributing program materials and supplies.
- Attend staff meetings, trainings, conferences, and professional-development activities as required.
- Visit program sites and community locations as necessary to support program operations and family activities.
- Assist other Head Start service areas during periods of increased workload or staff absence.
- Perform other duties assigned by the Head Start Director that support the effective and compliant operation of the Head Start program.

General Duties:

- Attend work punctually and regularly to provide consistency of service;
- Responsible for reporting absences and ensuring a substitute can be secured to work to meet the staff ratio;
- Must have a flexible schedule to work at least one evening each month and participate in parent meetings;
- Attend upon request all staff and other appropriate meetings, training, and conferences, some of which may require out-of-town travel and evening/overnight attendance;
- Follow Agency personnel policies as established by the Board;
- At all times, maintain a professional attitude and respect for parents, children, and staff.
- Ensure confidentiality of all records and information;
- Demonstrate commitment to mission, values, and policies in the performance of daily routines;
- Perform other program-related assignments as designated;
- Present a positive image of the agency to members of the community.

Supervisory Relationships:

Works under the direct supervision of the Head Start/Early Head Start Director. Accountable to the Executive Director, Board of Directors, and Policy Council.

Knowledge and Skills:

To perform this job successfully, an individual must satisfactorily perform each essential duty. The requirements listed below represent the education, certification, licensing, experience, knowledge, skills, and/or abilities required.

- Knowledge and ability to initiate and implement developmentally appropriate individualization processes for each student;
- Skillful in maintaining effective working relationships to achieve goals;
- Ability to read, interpret, and implement program guidelines efficiently and effectively;
- Proficient computer skills and knowledge of the internet, e-mail, and websites.
- Deal tactfully and courteously with the public, parents, and staff;
- Capable of following both oral and written instructions;
- Strong verbal and written communication skills;
- Accurate and organized record keeping;

• Handles confidential work with tact and discretion;			
Qualifications:			
Education:			
• Associate degree in social services, family services, early childhood education, business administration, public administration, or a related field; relevant experience may be considered in place of education when permitted by agency policy. • Once hired, must: ○ Complete during the first 90 days of employment, ELCCT (entry-level child care training). ○ Annually, the Oklahoma Department of Human Services (DHS) and the Department of Education require training. ○ Shall attend not less than 15 clock hours of professional development per year (DHS Licensing).			
Experience:			
• Relevant experiences with Head Start or extensive background experience in social services, child care services, or human resource services are preferred. • Experience with data entry, administrative support, family services, event coordination, social services, early childhood programs, or a related area. • Experience working with children and families from diverse economic and cultural backgrounds is preferred. • Experience with Head Start, ERSEA, family engagement, case-management documentation, or program data systems is preferred.			
General:			
• Valid Oklahoma driver's license • Reliable transportation with liability insurance, • Character references • Must pass: ○ Physical ○ Pre-employment drug testing ○ Criminal Background check, including: ■ NSOPW (national sex offender) ■ Child Care Restricted Registry (Joshua's List) ■ FBI fingerprint-based criminal history as required by the ODHS			
Physical Requirements:			
<i>The physical demands described here are representative of those required of 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.</i>			
• Must be able to perform the essential functions of the job with reasonable accommodations. • Stand, walk, bend over, kneel, stretch, grasp, reach overhead, stoop, twist, push, pull, and move, lift, and/or carry up to 60 pounds to waist height; • See and read a computer terminal and printed matter with or without vision aids; • Hear and understand speech at normal levels and on the telephone with or without hearing aids; • Speak so that others may understand at normal levels and on the telephone; • Operate a motor vehicle; • Working with both hands and arms, grasping. • Work in a busy, noisy, and sometimes stressful environment.			
INCA IS AN EQUAL OPPORTUNITY SERVICE PROVIDER AND EMPLOYER			
Acknowledgment: I acknowledge receipt and understand the contents of this job description.			
Signature of Employee:		Date:	

