

**Central Valley Children's Services Network  
Job Description**

**POSITION:** Subsidize Program Family Advocate (Non-Exempt)

**DURATION:** On-going Based on Funding

**ACCOUNTABLE TO:** Subsidized Program AP Specialist

**PURPOSE OF THE JOB:** To work with families and providers on the subsidized childcare program, determine eligibility and need; provide case management for families who are eligible for subsidized child care services and link families to community resources. This job description may be modified as needed.

**KEY FUNCTIONS:**

**Contract Administration:**

1. Ensure compliance with program requirements and procedures as defined in Funding Terms and Conditions, Title 5, Management Bulletins, and other State Regulations;
2. Plan, organize, and develop realistic action plans in order to complete tasks with accuracy and efficiency;
3. Manage and maintain assigned caseload of family files;
4. Conduct initial orientation for families, one-on-one or in a group setting;
5. Complete initial and re-certification for families to determine eligibility and need;
6. Communicate with families and providers by phone, email and mail;
7. Link families with services or referrals and follow up with families;
8. Process monthly provider payments;
9. Provide technical support to parents, providers and other staff;
10. Manage general duties and complete tasks/projects as assigned;
11. Serve as backup for other staff as needed; and
12. Other duties and responsibilities may be assigned.

**Accountability and Support:**

1. Recommends operational policies and procedures as identified for efficient and economical operations;
2. Attend local, regional/state conferences pertaining to programs as directed;
3. Meets monthly or as needed with supervisor to discuss changes and updates on new procedures;
4. Responsible for the development, accomplishment and evaluation of program goals, objectives, and outcomes.

**Community Involvement:**

1. Create and maintain a positive agency image in the office as well as in the community;
2. Develop collaborative relationships with other community agencies for information exchange, joint projects, and advocacy efforts;
3. Determine need in the community not met through current services and develop and implement plan of correction (including budget); and
4. Participate in the leadership, planning and implementation of agency events.

**EXPECTATIONS/BEHAVIORS:**

1. Be able to safeguard confidential information of any type;
2. Be able to use a systematic approach in problem solving;
3. Be professional in attire, composure, attitude, and interactions with others;
4. Be able to teach others policies and procedures associated with job duties;
5. Work well under pressure, meeting multiple and sometimes competing deadlines;
6. Be able to build good working relationships with people from diverse backgrounds;
7. Demonstrate high team spirit and attitude: working toward another person’s success;
8. Be dependable, fulfill commitments, and take responsibility for their own actions, and decisions;
9. Be able to utilize clear written and verbal communication and sound documentation techniques;
10. Be able to at all times, demonstrate cooperative behavior with colleagues and supervisors; and
11. Be drug-free

**SKILLS NEEDED:**

- Strong customer service skills;
- Multi-task oriented;
- Computer literate;
- Detail-oriented;
- Comprehensive knowledge of childcare system;
- 10-key operation;
- Bilingual preferred

**QUALIFICATIONS:**

**Education:** BA Degree in a Human-Services Related Field or equivalent preferred.

**Experience:** Knowledge of Resource & Referral Agency and subsidized child care preferred.

**WAGES:**

Hourly wage starts at \$15.00 and up depending on experience.

Employee Name Printed: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date Signed: \_\_\_\_\_

Executive

Director’s Signature: \_\_\_\_\_ Date Signed: \_\_\_\_\_