Central Valley Children's Services Network
Job Description

POSITION: Family Services Specialist Subsidize Program (Non-Exempt)

JOB TYPE: Full-Time/Monday to Friday (Evening/Weekends as required)

DURATION: On-going Based on Funding

ACCOUNTABLE TO: Subsidized Program AP Specialist

SALARY & BENEFITS INCLUDE:

- Salary Range: $42,598.40-$49,899.20 annually depending on experience

• Health Coverage	• Paid Sick/Vacation	• Retirement Plan
• Dental and Vision	• Paid Holidays	

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.

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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.

Employee Name Printed: _____

Employee Signature: _____   Date Signed: _____

Supervisor's Signature: _____   Date Signed: _____

Executive Director's Signature: _____   Date Signed: _____