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Req #426

## Family Resources Specialist

Hourly RFT Date Posted: Monday, July 16, 2018



Community Action Partnership of San Luis Obispo County focuses on helping people and changing lives through serving 30,000 persons across 11 California Counties. We are committed to eliminating the causes of poverty by empowering low-income individuals and families to achieve self-sufficiency through a wide array of community-based collaborations and programs.

### About the Job

#### Position Summary:

The Child Care Resource Connection Family Resource Specialist (FRS) will determine initial and continuing eligibility for state and federally funded child care subsidy programs administered by the California Department of Education and may include processing parent share of the cost. The FRS staff establishes and maintains a trusting relationship with families who receive subsidized child care. The FRS provides information and consults families in the program who are in need of health, dental or other social services that will lead them towards self-sufficiency. The FRS staff support CAPSLO's mission by responding to requests and inquiries from parents and providers and maintains verification of initial and on-going documentation for those enrolled in subsidized child care programs.

#### Responsibilities & Duties:

1. Conducts face to face interviews with applicants to determine eligibility for child care assistance. Inform clients of regulatory, documentation and verification requirements.
2. Works with families to obtain services that reduce barriers to obtaining self-sufficiency.
3. Completes certification and recertification interviews in order for eligible families to retain subsidized child care.
4. Provides information and consultation to families regarding selecting child care and accessing social, medical and health related resources.
5. Maintains case records and assures that required documentation is on file for proper reimbursement for child care services.
6. Maintains daily communication and coordination with DSS and CCRC staff to assure participant placement and eligibility under CalWORKs and subsidy programs.
7. Implements all regulations and assures that methods of operation are within regulation guidelines.
8. Communicates information promptly to appropriate staff regarding enrollment changes, child placement changes, legal issues, etc. Notifies parents and providers of program revisions so that they remain in compliance with regulations affecting their eligibility for continued child care subsidy.
9. Consults with parents to prepare child care contracts and send Notice of Action documents to confirm negotiations and apprise the child care provider of approval for child care.
10. Upon request prepares parent fee billings monthly and records billing and tracks payments received.
11. Upon request tracks delinquent parent fees and establishes payment plans. Triggers the termination process for non-payment of fees and refers accounts to credit bureau as needed.
12. Enrolls clients into subsidized child care programs. Obtains correct documentation, verifies eligibility and implements parent fees as needed.
13. Develops and maintains the subsidy eligibility list in accordance with priority categories.
14. Performs specific mathematical computations that pertain to eligibility documentation.
15. Collects and maintains data to be used in preparation of fiscal and audit reports.
16. Enters data into an approved software program.
17. Files documents in case records.
18. Performs other duties as assigned.

#### Additional Responsibilities & Duties (Family Resource Specialist II):

1. Provides training and direction to Family Resource Specialist I, as requested.
2. Conducts child care parent and provider orientation and training.
3. Attends training (statewide meetings, regional meetings, etc) to improve program delivery and quality.

### Other details

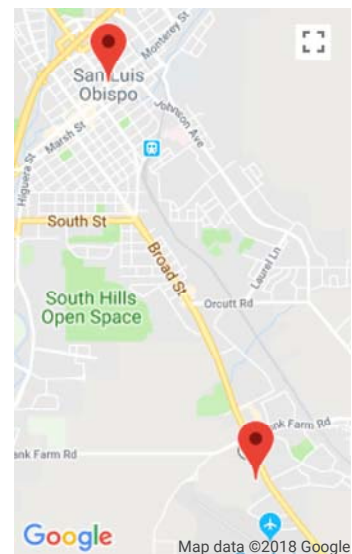
**Pay Type**  
Hourly

**Min Hiring Rate**  
\$15.54

**Max Hiring Rate**  
\$21.86

#### Location

Fiero Lane CCRC, San Luis Obispo, California,  
United States of America  
San Luis Obispo, CA, USA



4. Acts on and records information received from intra/inter agency sources that pertain to accessing quality child care and achieving family self-sufficiency.
5. Provides education about subsidy programs at appropriate workshops, conferences and meetings, as needed.

**Minimum Educational & Experience Requirements****Family Resource Specialist I:**

Combination of education and experience equal to three years performing administrative functions, case management, eligibility determinations, or related experience.

**Family Resource Specialist II:**

Combination of related education and/or experience equal to five years performing administrative functions, case management, eligibility determinations, and/or related field. One of the years must be experience working as a Family Resource Specialist I, or experience equivalent to performing eligibility determinations using State and Federal Funding Terms and Conditions. A Bachelor's Degree is preferred.

**Other Requirements:**

1. Must be flexible to work at a different office as needed. May be reassigned to a Department of Social Services office within San Luis Obispo County.
2. Must be able to maintain computer documents and database spreadsheets. Must be computer literate with knowledge of Microsoft Word and Excel.
3. Must be able to manage multiple tasks successfully.
4. Must get along well with the public.
5. Must have interpersonal skills, emphasizing listening and communication.
6. Must be able to relate well to all people of the community regardless of color, national origin, religion, sex, pregnancy, age, marital status, veteran status, sexual orientation, disability or socio-economic level.
7. Must be organized, self-motivated, and able to work with minimum supervision.
8. Must be able to perform accurate mathematical calculations including: adding subtracting, dividing, averaging and multiplying.
9. Must be able to maintain accurate records, compile and report statistical data.
10. Must be a team player.
11. Must be emotionally mature, stable, and tactful.
12. Must be able to maintain client confidentiality.
13. Must be able to train other staff successfully.
14. Must be able to apply sound judgment in decision-making.
15. Must be able to operate a calculator and various other office machines.
16. Must have dependable, insured transportation and valid California Driver's License (mileage to be reimbursed) and acceptable driving record. A DMV printout and proof of insurance will be required.
17. Must use reasonable precautions in the performance of one's duties and adhere to all applicable safety rules and practices; and act in such a manner as to assure at all times maximum safety to one's self, fellow employees, clients and children.
18. Employment is contingent upon meeting all job requirements and background requirements: criminal history check, education verification, acknowledgement of child abuse reporting responsibility, criminal record statement, etc. Employment is contingent upon receiving a clearance from appropriate authorities.
19. Must understand, uphold, and continue working toward accomplishing the mission, strategic goals and performance measures of the agency.

**Physical and Environmental Requirements:**

Position requires intermittent sitting, standing, walking, twisting, and bending. Must be able to lift 30 pounds. Simple grasping and hand manipulation required, as well as reaching above and below shoulder level. Requires working indoors in a temperature-controlled environment with some exposure to copier and printer chemicals/fumes.

Community Action Partnership of San Luis Obispo County is an equal opportunity at will employer and does not discriminate against any employee or applicant for employment because of age, race, religion, color, disability, sex, sexual orientation or national origin.

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