

# Solano Family & Children's Services

421 Executive Court North ♦ Fairfield, CA 94534 ♦ (707) 863-3950 option 7 ♦ Fax (707) 863-9772

## Job Announcement/Description

### Family Services Specialist – #22

Position Title:	Family Services Specialist	Type of Position:	Full-Time
Work Days:	Monday – Friday	Open To:	Public
Hours:	8:30 AM – 5:30 PM	Open Until:	Filled
Department:	Subsidy	Management:	NO
Reports to:	Program Supervisor	Date Updated:	March 2019
Salary:	\$20.22	Position Status:	Non-Exempt

#### Primary Functions:

- Determine initial and continuing parent eligibility for subsidized child care services in accordance with program regulations
- Maintain client caseload
- Provide supportive services
- Conduct group orientations for parents

#### Minimum Requirements:

- Two years experience in a position involving community or social service work
- One year interviewing and caseload management experience
- Experience determining eligibility for a public assistance program preferred
- Degree or certificate in human services or similar area of study preferred
- Or equivalent combination of education/experience

#### Knowledge, Skills & Abilities:

- Strong communication (verbal and written), organization, customer service, and critical thinking skills
- Ability to work as part of a team
- Knowledge of and ability to use computers for client data, word processing and calendar of events
- Ability to travel throughout California to attend conferences, workshops, trainings and community meetings

#### Special Licenses or Certificates

CA Driver License and dependable auto with appropriate insurance coverage.

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Essential Functions	Description of Essential Functions
Certify & Recertify Families & Determine Eligibility	<p>Meet with clients; obtain all needed information; complete an application for services and all required forms as applicable. Verify need and eligibility for child care services; calculate family income; determine family fees; determine child care hours needed; explain rules/regulations and interpret Program Handbook/forms for program participation; issue Notice(s) of Action; obtain provider information; assist with choosing quality child care; verify provider eligibility for reimbursement; generate child care schedule in database; generate Certificate for Child Care Services.</p> <p>At the time of Annual Recertification, review Recertification Reports; generate &amp; mail Recertification Letters; schedule appointments with families and meet with them, following the process as stated above to determine continuing eligibility.</p>
Provide Supportive Services	<p>Offer support and resources for challenges expressed by families, particularly in parenting, special needs, enhanced referrals (for situations that are difficult for families to find child care), mental health, etc. A list of Solano County Family Resource Centers, and explanation of their services will be provided to all families. Referrals to Help Me Grow will be made, as applicable.</p>
Family Files	<p>Create, update and maintain manual family files; document conversations/actions taken with parent/provider in the physical file, as well as in the database.</p>
Maintain Subsidy Database System	<p>Input/update and maintain information in database.</p>
Generate Replacement Child Care Attendance Forms	<p>Upon request of parent/provider, generate replacement Child Care Attendance Forms and prepare them for mailing.</p>
Conduct/Assist in the Subsidized Child Care Orientation	<p>Present program information – explain program rules, regulations, handbook, and general requirements. Complete all required forms. At off-site orientations, make copies of all required documents submitted by the parent.</p>

Communication	Communicate professionally with employers, social workers, county workers, and other community organizations.
Customer Service	Provide positive customer service, both externally (to clients and community members) as well as internally (to co-workers). Demonstrate teamwork by assisting co-workers as needed, including those in other departments.
Community Outreach	Attend off-site outreach events to inform the community about our services.
Staff Development	Attend trainings, meetings, workshops, conferences both on-/off-site.
Other Duties	As assigned
Physical Requirements	Ability to lift at least 5 lbs.; ability to bend, twist, stoop, and sit for 2-4 hours at a time. Use computer and copy machine, speak clearly and communicate by phone.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Application Information:** An agency application form must be completed and submitted to:

Solano Family & Children's Services – Attn: Human Resources

421 Executive Court North – Fairfield, CA 94534

Or emailed to [kparkham@solanofamily.org](mailto:kparkham@solanofamily.org)

**To obtain an application, you may:**

- Visit our website at [www.solanofamily.org](http://www.solanofamily.org)
- Request via email at [kparkham@solanofamily.org](mailto:kparkham@solanofamily.org)
- Call the Job Hotline at (707) 863-3950 option 7
- Visit our office at 421 Executive Court North, Fairfield, CA 94534

**Additional Information:**

- Only the candidates who meet the job requirements will be invited to test and interview
- Employment is conditional pending satisfactory results of all requirements
- The position requires a pre-employment (post-job-offer) agency-paid drug screen, TB clearance and criminal background check