

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

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| 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: | September 2019 |
| Salary: | \$22.23 | 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.

| Essential Functions | Description of Essential Functions |
|---|---|
| <p>Certify & Recertify Families & Determine Eligibility</p> | <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 & mail Recertification Letters; schedule appointments with families and meet with them, following the process as stated above to determine continuing eligibility.</p> |
| <p>Provide Supportive Services</p> | <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> |
| <p>Family Files</p> | <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> |
| <p>Maintain Subsidy Database System</p> | <p>Input/update and maintain information in database.</p> |
| <p>Generate Replacement Child Care Attendance Forms</p> | <p>Upon request of parent/provider, generate replacement Child Care Attendance Forms and prepare them for mailing.</p> |
| <p>Conduct/Assist in the Subsidized Child Care Orientation</p> | <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> |

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| 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

To obtain an application, you may:

- Visit our website at www.solanofamily.org
- Request via email at 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