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 1– #XX

Position Title:	Family Services Specialist 1	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 2021
Salary:	$25.75	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 in a specific program or up to 80 cases when managing multiple programs.
- Provide supportive services.

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
Eligibility Determination and Family File Maintenance	Work with families to verify need and eligibility for child care services; explain rules/regulations and interpret Program Handbook/forms for program participation assist with choosing quality child care. Maintain a caseload of families enrolled in specified programs, or up to 80 cases when managing multiple programs.
Provide Supportive Services	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.
Maintain Subsidy Database System	Input/update and maintain information in database.
Customer Service	Communicate professionally with employers, social workers, county workers, other community organizations, and 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 out 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

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