



POSITION POSTING

DATE: May 10, 2023

FROM: Yvonne Diaz
Director of Case Management

POSITION TITLE: Program Specialist (four positions)
Child Care Payment Program-Case Management
Long Beach Office
Non-Exempt Position, 100% Time

POSITION DESCRIPTION: Under the supervision of Children's Home Society of California's (CHS) Program Manager, the Program Specialist will:

- Request, monitor, and review eligibility and need documentation for families
- Manage and complete required reports and meet required deadlines to remain within contract compliance
- Deliver exceptional customer service to families, child care providers, and the general public
- Conduct and complete recertification appointments
- Provide technical assistance and resources to families and child care providers
- Provide support as needed to other departments and colleagues to maintain program compliance
- Conduct outreach and prescreen families to determine need and eligibility for enrollment
- Enroll eligible families into subsidized child care
- Update and maintain the Eligibility List by tracking enrollment status
- Provide case management to eligible families, including certification, and termination of services
- Conduct intake appointments
- Strengthen personal professional development in order to best meet the needs of families
- Maintain complete, accurate, and current client files with all required documents and data in agency records and electronic databases
- Write and maintain accurate, complete, and up-to-date case notes in electronic databases
- Maintain a current and thorough knowledge of Title 5, Child Care Bulletins, and program policies and procedures to provide comprehensive services to clients

- Organize and prioritize multiple tasks and responsibilities to meet individual and team deadlines
- Work cooperatively and cohesively with colleagues, including participation in weekly/monthly staff meetings and/or trainings
- Maintain all records in a high-quality manner and within record protection, retention, and destruction guidelines
- Adhere to all agency policies and procedures, as well as applicable contractual and governmental regulations
- Work some evening and weekend hours as required
- Perform other duties and responsibilities as assigned

POSITION
QUALIFICATIONS:

- Bachelor's Degree in Human Services or Child Development field desired or Associates Degree plus three (3) years of experience required
- Prior non-profit experience preferred
- Strong knowledge of and experience in family case management and family service systems
- Knowledge of California Code of Regulations Title 5 desired
- Proven ability to establish a rapport with families, providers, and community organizations
- Demonstrated ability to work effectively with a wide variety of families from diverse economic and ethnic backgrounds
- Ability to prepare and present effective written work, provide strong attention to detail, and produce error-free work
- Excellent written and verbal communication skills, including the ability to communicate effectively with all levels of the agency staff
- Proactive self-motivator with a professional, positive, and flexible attitude
- Excellent organization skills and the ability to manage multiple projects and meet deadlines
- Ability to work both autonomously and collaboratively in a fast-paced environment with a strong work ethic
- Staff who meet performance standards and other requirements may request to be considered for a hybrid work from home schedule
- Demonstrated ability to exercise sound judgment
- Commitment to CHS's core mission and values, and an ability to model those values in relationships with colleagues and partners
- Bilingual skills in Spanish or Vietnamese preferred
- Knowledge of Microsoft Office (Word, Excel, Outlook, PowerPoint)
- Automobile, valid driver's license, good driving record, and automobile insurance
- Ability to travel via air and surface transportation, including travel between multiple offices

SALARY SCALE: \$21.60 to \$25.25 per hour, based on experience and education plus excellent benefits (including 100% employer paid medical, dental, and vision premium coverage for eligible employees and their eligible dependents and 10% pension plan contribution for eligible employees)

FAX RESUME TO: Children's Home Society of California
(714) 712-7876

CLOSING DATE: Open Until Filled

POSITION AVAILABLE: Immediately

**CHILDREN'S HOME SOCIETY OF CALIFORNIA IS AN
EQUAL OPPORTUNITY EMPLOYER
SMOKE-FREE/DRUG-FREE WORK ENVIRONMENT**