

**SIERRA NEVADA CHILDREN'S SERVICES
JOB DESCRIPTION**

Sierra Nevada Children's Services is an equal opportunity employer and will not discriminate against any job applicant or employee on account of that individual's race, sex, color, religion, national origin, ancestry, citizenship, pregnancy, age, marital status, medical condition, physical or mental disability, sexual preference, gender characteristic, or any other classification protected under federal, state or local law. Reasonable accommodations may be provided upon request.

Position Title:	Family Support Specialist
Location:	Grass Valley Office
Department:	Subsidy
Reports to:	Program Manager
Status:	Part-time (20 hours per week) – SCHEDULE TBD
Classification:	Hourly, Non-exempt

Expectation for All Employees

To support the agency's mission, vision and values by exhibiting attitudes of professionalism, collaboration, innovation, respect for coworkers, commitment to our community, and personal accountability.

Position Summary

Implement child development services, including: Federal, State, and County child care subsidies, including Resource and Referral. Provide family and caregiver education and support.

Essential Functions

1. **ENROLLS FAMILIES ON CHILD CARE SUBSIDY PROGRAMS** by contacting families and setting up enrollment appointments, reviewing program rules with parents, documenting eligibility and maintaining the family file, contracting with child care providers and explaining the rules for participation, comparing provider rates with State maximums (Regional Market Rate). Preparing and mailing current child care certificates and revisions. Verifying and processing certificates for payment, calculating parent fees, and preparing child care schedules. Supporting families and caregivers during participation on program by answering questions and handling requests. Recertifying families periodically. Maintaining program files in accordance with State & Federal guidelines. May coordinate services with other social service agencies.
2. **PROVIDES CHILD CARE AND OTHER REFERRALS TO PARENTS** by counseling parents, either by telephone or in person, on making informed choices about child care, offering referrals to caregivers of their choice and other family services when needed. Assists in maintaining accurate provider information on agency database.
3. **ASSISTS IN RECRUITMENT, TRAINING AND TECHNICAL ASSISTANCE TO CAREGIVERS** by assisting in developing training workshops and seminars for new and existing family day care providers and child care center employees; offering technical assistance to providers on licensing requirements, start-up issues, etc.; visiting providers for personal training and assistance as needed. Assists in maintaining licensed provider files.
4. **DEVELOPS AND MAINTAINS PROFESSIONAL KNOWLEDGE** by attending approved job-related meetings, workshops and conferences for job enhancement. Participating in agency staff meetings, as a resource and as a colleague.
5. **CONTRIBUTES TO TEAM EFFORT** by joining in projects, researching and suggesting solutions, assisting in mass mailings for any program. Performing tasks other than those listed when requested by supervisor.

Qualifications (Knowledge, Skills, Abilities, Experience)

- Knowledge of office administrative procedures at a level generally acquired through 2+ years related experience.
- Experience working for a state-funded and/or a non profit organization is a plus.
- Ability to work well with a diverse population of coworkers, clients, childcare providers, and the community. Must have high level of interpersonal skills to handle sensitive and confidential situations. Must be able to maintain a professional demeanor (poised, tactful, diplomatic), and maintain confidentiality at all levels at all times.
- Some analytical ability is required in order to gather and summarize data for reports, find solutions to various administrative problems, and prioritize work.
- Independent judgment is required to plan, prioritize, and organize diversified workload.
- Good math, spelling, grammar, written and verbal communication skills are essential.
- Must have good attention to detail in composing, typing and proofreading materials, establishing priorities and meeting deadlines.
- Basic competency in Word, Excel, and Outlook, including strong keyboard skills; knowledge of database, graphic design, and presentation software is a plus; must be Internet-savvy.
- Valid California Driver License and proof of adequate vehicle insurance.
- Must submit to and pass a criminal background/fingerprinting check.

Education (including Certification and Licensing)

AA Degree in Child Development, social sciences, liberal arts or administration or equivalent experience.

Supervision

Reports directly to Program Manager, Subsidy. No supervisory responsibilities.

Environment

All functions take place inside with optimal lighting. Employees are able to wear casual attire. The employee can expect medium levels of noise. The temperature is generally average. The position is occasionally stressful.

Physical Requirements

The position requires the ability to use both hands in a non-repetitive motion frequently (up to 8 hours per day). The employee sits frequently and stands/walks intermittently. Must be able to sit, stand, walk and otherwise physically function as necessary in an office environment to perform requirements of position.

The above noted job description is not intended to describe in detail the multitude of tasks that may be assigned but rather to give the employee a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change so, too, may the essential functions of this position.