



Join the SNCS team! We are seeking a professional who enjoys interacting with the public while attending to details and re-prioritizing duties on a daily basis. The primary duties of our Family Support Specialist include the administration of childcare subsidies, case management, and connecting families to resources.

Family Support Specialist

FULL-TIME: 40 hours/week

WAGE: \$21-\$22 hour (additional stipend for bilingual - Spanish)
plus benefits (health, vacation, sick, holidays, EAP, 401(k) with 4% matching)

JOB PURPOSE: Administer federal, state, and county child care subsidies; provide resource and referral information; offer family and caregiver education as well as child development services.

ESSENTIAL FUNCTIONS

- **Enrolls Families On Child Care Subsidy Programs** by contacting families and setting up enrollment appointments, reviewing program rules with parents, documenting need and eligibility and maintaining the family data 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, notices, and revisions. Verifying certificates for payment, calculating family fees, and authorizing child care schedules. Supporting families and providers during participation on the program by answering questions and handling requests. Timely recertification of families to meet due dates. Maintaining program files in accordance with state & federal guidelines. May coordinate services with other social service agencies.
- **Provides Child Care and Other Referrals to Families** by counseling parents, either by email, telephone or in person, on making informed choices about child care, offering referrals to providers of their choice and other family services when needed. Assists in maintaining accurate provider information on agency database.
- **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.
- **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.

JOB QUALIFICATIONS:

Education

AA Degree in liberal arts, business administration, social sciences, or equivalent experience. Knowledge of child development or early childhood education is beneficial.

Skills

Information Processing: Identifies and answers employee/providers/client's questions and concerns re: programs; interprets contracts and develops policies and procedures for compliance.

Decision-Making: Requires strong analytical and decision-making skills in order to gather and summarize data for reports, find solutions to various problems, and prioritize work. Researches information and develops appropriate solutions.

Interpersonal Communication: Daily high level of professional interpersonal contact with employees, clients, state agencies, branch/satellite offices, etc. via telephone, e-mail, direct contact and written communication. Ability to work well with a diverse population. 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.

OTHER REQUIREMENTS

- 1+ years of relevant administrative experience, with strong analytical and organizational skills.
- Experience in case management and familiarity with state-funded or non-profit organizations preferred.
- Detail-oriented with the ability to prioritize tasks, meet deadlines, and produce accurate written materials.
- Excellent interpersonal and communication skills; must demonstrate professionalism, discretion, and the ability to work with diverse individuals and sensitive information.
- Strong judgment and ability to manage multiple, evolving responsibilities independently.
- Proficiency in Word, Excel, Outlook, and general internet use; database and presentation software experience is a plus.
- Solid math, grammar, spelling, and writing abilities.
- Bilingual in Spanish
- Must pass a criminal background check.

PHYSICAL REQUIREMENTS

Mobility and manual dexterity to work in a standard office environment, use standard office equipment and attend off-site meetings; speech and hearing to communicate in person and by telephone; vision to read handwritten and printed materials and a computer screen. Some accommodations may be made for some physical demands for otherwise qualified individuals who require and request such accommodations.

TO APPLY please forward your cover letter and resume via US Mail, email or in person:

Attn: Christine Hoxsie, HR Administrator
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