



Sierra Nevada Children's Services

Family Support Specialist

FULL-TIME: 40 hours/week

WAGE: \$19/hour with benefits (including health and 401K)

Sierra Nevada Children's Services is a private, nonprofit childcare resource and referral agency that has served families, early childhood professionals, and the community since 1978.

POSITION SUMMARY

Administer federal, state, and county childcare 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 and 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:

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

- Knowledge of office administrative procedures at a level generally acquired through 2+ years related experience.
- Analytical ability is required in order to gather and summarize data for reports, find solutions to various administrative problems, and prioritize work.
- Case management experience as well as work for a state-funded and/or a non-profit organization is preferred.
- Must exhibit good attention to detail in composing, typing and proofreading materials, establishing priorities and meeting deadlines.
- 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.
- Independent judgment is required to plan, prioritize, and organize diversified workload.
- Ability to handle multiple and dynamic work tasks.
- Good math, spelling, grammar, written and verbal communication skills are essential.
- Bilingual (Spanish) preferred.
- Basic competency in Word, Excel, and Outlook, including strong keyboard skills; knowledge of database, 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.

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

Attn: Christine Hoxsie, HR Administrator
420 Sierra College Drive, Suite 100, Grass Valley, CA 95945
ChristineH@sncs.org
530.272.8866, ext. 223

