



## Chicano Federation of San Diego County, Inc.

### Job Description

**JOB TITLE:** Family Case Specialist      **PROGRAM:** Infant/Toddler Program  
**CLASSIFICATION:** Non-Exempt      **STATUS:** Full-Time / 52 weeks  
**REPORTS TO:** FCC Program Manager      **STARTING WAGE:** \$20.00

#### **GENERAL FUNCTION:**

Responsible for the enrollment, case management, and monitoring of family files in the Infant/Toddler program. Knowledge of Title 5 State Regulations.

#### **ESSENTIAL FUNCTIONS:**

Enroll and ensure that families comply with all program standards, state and federal regulations.

Maintain certified documentation from all sources of income, work/school or training, and/or any other documents supporting the need for childcare services.

Monitor caseload by conducting necessary follow up and verifications to ensure ongoing compliance with State, Federal and Agency rules and regulations.

Participate in on-site and off-site learning opportunities such as workshops, conferences, staff meetings and trainings.

- Maintain, monitor and update information in Family files in accordance with State and Federal Regulations.
- Process requested changes from families with precise documentation and within a reasonable time.
- Ability to handle a caseload of up to 100 case files.
- Provide orientation to parents about program requirements to establish programs Policies and Procedures.
- Provide support and information to parents as needed.
- Provides clerical and receptionist support, including but are not limited to; answering phones, data entry, typing, filing, and processing mail.
- Input and maintain current data and information in family files in database software, such as KinderTrack.
- Assess referrals requests from parents and search for Community services that may support parent needs.
- Work as team member in the development and implementation of training for parents.



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- Review Account Summaries with families that have Family Fees. Monitor and verify that appropriate payment has been credited to agency. Work together with parent to create payment plan if necessary.
- Participate and represent the organization at various community meetings and events as assigned.
- Develop accurate and concise reports as assigned.
- Assist in developing and implementing presentations for parents.
- Act as the primary resource to parents, the public and case management inquiries.
- Maintain confidentiality and use appropriate judgment when responding to questions in reference to any family enrolled in the program.
- Report suspected or known child abuse as required by Child Abuse Reporting Statute, California Penal Code, Section 11166.
- Take part in the submission of Parent input and development for program self-evaluation and Parent Survey.
- May be required to perform other related duties as assigned.

### **EDUCATION:**

Associate Degree in Child Development, Human Services or related field.  
Bilingual (English/Spanish) speaking and writing skills preferred.

### **EXPERIENCE:**

One-year related experience and/or training in case management; or equivalent, combination of education and experience for a non-profit organization. Knowledge of community resources and their relationship to program needs. Must be organized, have the ability to prioritize, work under pressure and meet strict deadlines. Must possess excellent interpersonal skills, have strong math skills, and experience with data entry. This position is contingent upon a successful background clearance.

### **OPERATING RESPONSIBILITY:**

Must interact with agency employees at all levels in a personal and professional manner. Excellent communication skills required to represent the organization in a professional manner. Requires interpersonal skills in meeting with parents. Must be able to work well with diverse ethnic groups. Must be self-motivated and able to work independently. Maintain positive client, team, departmental, and agency relationships and environment.



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### **CONTACTS:**

Has contact with all levels of agency employees as well as providers, parents, and childcare professionals. Reports directly to the Infant/Toddler Program Manager.

### **WORKING CONDITIONS:**

Works in an office environment with professional business dress policy. Travel required to attend to network meetings and workshops. Must have a vehicle, current driver's license, and proper insurance. Must be available to work occasional evening and weekend hours.