



The Chicano Federation

Job Description

JOB TITLE: Family Case Specialist

PROGRAM: Barrio Logan Child Development Center

CLASSIFICATION: Non-Exempt

STATUS: Full-Time / 52 Weeks

REPORTS TO: Barrio CDC Center Director

PAY: \$24.00 to \$26.00 DOE

GENERAL FUNCTION:

Responsible for the enrollment and certification of new enrollments for the California State Preschool Program (CSPP). Family case specialist will conduct case management and monitoring of family files. Duties include conducting eligibility interviews, collecting documentation to verify eligibility, enrolling families, processing changes, and ensuring compliance with regulations.

ESSENTIAL FUNCTIONS:

- Recruit and enroll families to ensure compliance with all program standards and state and 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 Barrio Child Development Center caseload and recertification process by conducting necessary follow up and verifications to ensure ongoing compliance with State regulations.
- Participate in on-site and off-site learning opportunities such as workshops, conferences, staff meetings and trainings.
- Act as the primary resource to parents, the public and case management inquiries.
- Contact families, update applications as needed, conduct phone interviews to screen for possible eligibility.
- Access applications for child care services from the Central Eligibility List.
- Maintain, monitor and update information in Family files in accordance with State Regulations.
- Meet monthly recruitment goals as outlined by program specific contract requirements.
- Ability to handle a caseload of up to 72 case files.
- Process requested changes for enrolled families with documentation and within a reasonable time.
- 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.
- Provide orientation to parents about program requirements and 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 CenterTrack



The Chicano Federation

- Maintain confidentiality
- Request updated documentation for continual compliance, and process changes within timelines via correspondence, computer updates, personal inquiries and verifications for employment.
- Track and monitor eligibility and status on families receiving childcare services; submit reports as needed
- Calculate income and determine family fees, following up on all changes as needed.
- Maintain organization of family files to create an accurate paper trail showing eligibility for childcare services provided.

PREFERRED QUALIFICATIONS:

Experience in Human Services or related field preferred. Must have strong clerical, administrative and computer skills. Bilingual (English/Spanish) speaking and writing skills preferred.

EXPERIENCE:

One-year related experience and/or in case management; cal/works or subsidy program eligibility or equivalent, combination of education and experience for a non-profit organization. Knowledge of community resources and their relationship to program needs. Must possess excellent interpersonal skills, have strong math skills, and experience with data entry. This position is contingent upon a successful background clearance.

WORKING CONDITIONS:

Works in an office environment with professional business casual dress policy. Travel required to attend to network meetings and workshops. Must have a vehicle, current driver's license, and proper insurance. Full-time, Monday—Friday, 40 hours per week, 8:30 AM to 5:00 PM. However, may require evening and weekend hours based on the needs of the program.