

## CHILD CARE CASE MANAGER



### **POSITION PURPOSE**

Under general supervision, interviews applicants to determine eligibility for subsidized child care programs; may assist parents in identifying their child care options and selecting a child care provider that will best meet the child's and family's needs; assists clients in determining eligible child care schedules; maintains a caseload of clients; ensures proper payment for authorized child care schedules; performs related work as assigned.

### **ESSENTIAL JOB FUNCTIONS:**

- Interviews clients and collects documentation to establish eligibility for subsidized child care. Documents information collected to verify the family income and need for care.
- Explains policies and procedures to clients and child care providers; assists clients to select the child care that best meets the child's and family's needs; provides child care referrals in accordance with written policies.
- May make presentations to providers, community members and/or clients regarding agency services.
- Determines authorized child care schedules according to program guidelines.
- May make periodic site visits to child care providers.
- Monitors the ongoing eligibility of clients. Maintains and re-certifies a caseload of eligible families according to program guidelines and Changing Tides Family Services established policies.
- Provides timely and accurate records to ensure issue of Certificates for Payment or Authorized Child Care Schedules to the child care provider or eligible family.
- Collaborates with a variety of agencies to coordinate subsidized child care services to meet the client's needs. Maintains and applies knowledge of the regional market rate survey as updated; explains as necessary payment limits and their implications to parents and providers.
- Analyzes possible fraud, evaluates situations, and refers to supervisor when appropriate.
- Prepares and accurately maintains a variety of complex reports and records related to program requirements. Provides related information in a timely manner, as required.
- Applies established rules and guidelines for eligibility determination; calculates income and verifies information from other agencies and sources; confers with supervisory staff in the most complex cases.
- Analyzes family income for comparison with the family fee schedule, informs the family concerning the established billing and payment procedures.
- Ensures families subject to family fee are charged accurately.
- Assesses family need for social services; provides and documents referrals as needed and follows up as appropriate.
- Provides child development and social services information to clients.
- Enters client information into a computer system; updates information as necessary; maintains familiarity with software used for the creation and maintenance of family files, provider files and correspondence.
- Assists families as they navigate the complex world of child care options including: subsidized and non-subsidized child care, parent choice programs, center-based child care, licensed and license-exempt child care.
- Reviews child care payment vouchers as assigned for appropriate signatures, ensures that the voucher is coded to the appropriate program; compares contracted schedules to actual usage, researches and corrects discrepancies; compares authorized child care schedule with voucher to ensure payments are correct and in accordance with program requirements; calculates voucher payment amount accurately, applying numerous complex rules.
- Provides child care referrals in accordance with established policies and procedures.

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- Implements Trustline process for CalWORKs, including fingerprinting the provider, assisting the provider to properly complete the Trustline application, and maintaining required Trustline documentation.
- Promptly places new families on waiting/eligibility lists for other subsidized programs, as appropriate.
- Assists in maintaining and updating subsidy eligibility lists.
- Accurately maintains projections using software provided by Changing Tides Family Services for each enrolled child on subsidized child care programs.
- Maintains confidentiality regarding data.
- Complies with Changing Tides Family Services Personnel Policies and other formal agency guidelines and policies.
- Reports suspected cases of child abuse in compliance with mandated reporting requirements.

### **QUALIFICATIONS**

#### Knowledge of:

- Basic interviewing techniques and methods.
- Analyzing, interpreting, and applying regulations in an appropriate manner.
- Standard office practices and procedures including record-keeping and the use of standard office equipment including a personal computer.
- Correct English usage including spelling and punctuation.
- Business arithmetic.
- Basic child development information (ages and stages) and parent education techniques.

#### Skill in:

- Interpreting, applying, and explaining rules, regulations, and policies.
- Preparing reports, correspondence, and other written materials related to meeting program requirements.
- Maintaining accurate records and files.
- Operating standard office equipment and using a personal computer system.
- Understanding oral and written instructions.
- Establishing and maintaining effective working relationships with those contacted in the course of work.
- Responding sensitively with clients of varying socioeconomic groups and cultures.
- Communicating appropriately with clients of varying socioeconomic groups and cultures.
- Exercising sound judgment within established guidelines.

#### Other Requirements:

- Flexibility to work occasionally during the evenings, weekends, or early mornings.
- May provide services off-site or co-located with personnel from other agencies.
- Must be able to sit for extended periods of time in front of a video display terminal and maintain attention to detail.
- Demonstrated ability to use a calculator, or keyboard pad at a minimum speed of 80 strokes per minute.
- Demonstrated keyboard speed of 60 words per minute.
- Must be able to pass a criminal record background check.
- Must be able to see and hear within normal ranges with or without correction.
- Must possess a valid California driver's license, current insurance, and the use of a vehicle for work.
- May require the transport of electronic equipment to be used at work sites throughout Humboldt County; would require the lifting of individual electronic components in the process of setting up remote work sites.

#### Desirable Education and Experience

A typical way to obtain the knowledge and skills outlined above is:

Two years of college-level course work in accounting or social services and two years of experience which has involved application and explanation of rules and regulations to the public