

CHILD CARE INTAKE SPECIALIST



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; may also assist clients with understanding family fee statements; performs related work as assigned.

ESSENTIAL JOB FUNCTIONS:

- Interviews clients, collects documentation to establish eligibility for subsidized child care, and assembles the hard copy case file for subsidized child care. Documents information collected to verify the family eligibility 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 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.
- 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.
- May make periodic site visits to child care providers.
- Analyzes family income for comparison with the family fee schedule, informs the family concerning the established billing and payment procedures.
- May assist with explaining how family fee billing works, including how to read the fee Notice of Action and family fee statement.
- Assesses family need for social services; provides and documents referrals as needed and follows up as appropriate.
- Provides child development information to clients.
- Helps with walk in client questions as time permits, including issuing child care forms and receiving any documents submitted by clients related to "change in service."
- 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.
- Promptly places new families on waiting/eligibility lists for other subsidized programs, as appropriate.
- Assists in maintaining and updating subsidy eligibility lists.
- 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.

CHILD CARE INTAKE SPECIALIST

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:

- Customer service
- 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.