



**changing tides**  
family services

## PROGRAM ANALYST

Our agency strives to embody the concept of trauma-informed, resilience-oriented services, both internally and externally with our clients, customers and community partners.

### **POSITION PURPOSE**

The Program Analyst performs functions that support the accurate maintenance of data, accurate calculation of child care reimbursements, and performs activities that enable the smooth functioning of complex systems which generate child care reimbursements in accordance with State and agency policies.

### **EXAMPLES OF DUTIES AND RESPONSIBILITIES**

- Directly processes child care reimbursements, including accurately comparing authorized schedules with child care actually used. Activities include but are not limited to:
  - Checking for accurate parent and provider signatures
  - Reviewing daily attendance sheets for completeness
  - Accurately applying rules and regulations to compute a correct amount of child care reimbursement
  - Analyzing the correct provider category
  - Considering relevant factors which include but are not limited to: age of the child, type of care submitted for reimbursement; authorized schedule; maximum allowable payment based upon the Regional Market Rate, the provider's actual charge, and other factors
- Correctly applies rules and regulations to select an appropriate amount of child care reimbursement
- Accurately uses a personal computer to enter, view, retrieve and run queries
- As assigned, ensures that physical and electronic files are maintained accurately and completely for child care providers, family files, reimbursement files, and other files as assigned
- On an ongoing and time sensitive basis, reviews child care computations arrived at by processing staff; identifies errors; takes action as directed by supervisor
- May perform internal audits as assigned
- Overall responsibility for accuracy of work product of more than one person
- Generates reports as assigned
- Responds to routine questions regarding how to compute child care reimbursements; consults with supervisor when situations are unclear or out of the ordinary
- May respond to questions from child care providers, auditors, or other authorized individuals regarding the rationale for a particular child care reimbursement or child care co-payment
- Interviews parents, providers, or employers as needed
- Using correct English grammar and punctuation, maintains notes in a data base
- Identifies situations which require written or verbal communication from agency staff to a particular child care provider, agency Case Manager, family, or other appropriate party
- Accurately compiles electronic or physical information which may be the source documentation for Changing Tides Family Services to submit reports or invoices to funding sources
- Analyzes written materials which include business math in order to check for accuracy or prepare statistical reports
- Explains policies and procedures to members of the public

Kerry Venegas, Executive Director

Child Care Services/Subsidies/Referrals | Special Needs Services | Mental Health Services | Parent Supports

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- Demonstrates use of good judgment when communicating with parents, child care providers, or other members of the public
- Demonstrates positive communication skills both verbally and in writing
- Ensures data is collected and maintained per program requirements
- Assists in the training of staff, as assigned
- May supervise staff if assigned
- Compiles information to assist in the projection of child care payment reimbursements on a contract by contract basis
- Accurately participates in computing information or compiling information related to parent fees and delinquent parent fees
- Maintains familiarity with current agency policies and procedures and current California Department of Education, Child Development Division funding terms and conditions, management bulletins, and advisories. Applies information to work performed.
- Maintains familiarity with assigned data base(s) and protocols associated with it/them
- Assists as requested in the preparation for compliance monitoring reviews, APMUs, and the annual Child Development Division self review.
- Immediately notifies supervisor regarding instances of potential fraud, lack of program integrity, or child abuse
- Maintains confidentiality regarding any information about child care providers, families, employers, or others encountered in the course of work.
- Performs a variety of general office duties in a timely manner such as answering the phone, accurately and maintaining various files; accurately typing correspondence and accurately preparing reports
- Assists with special projects as assigned
- Complies with Changing Tides Family Services policies and procedures

**QUALIFICATIONS:**

- Ability to use a personal computer for extended periods of time.
- Ability to efficiently use Word, Outlook, Excel and Access.
- Must use correct English grammar, spelling, punctuation.
- Ability to use business arithmetic.
- Ability to occasionally work a varied schedule, including evenings, weekends and early mornings.
- May provide services off-site or be co-located with other agencies.
- Must be able to see and hear within normal ranges with or without correction.
- Ability to transport and use portable electronic equipment
- Possession of a valid California driver's license, current automobile insurance, a vehicle for work and a driving record consistent with agency insurance carrier requirements
- Must be able to provide proof of COVID-19 vaccination by hire date.

**Education and Experience:**

Two years' experience in an office setting with responsibilities which include inputting data, applying complex rules and regulations, and experience cross checking the accuracy of work performed by others. Experience in managing data subject to external audit or governmental requirements is desirable.