

## PROGRAM ASSISTANT – CASE MANAGEMENT

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 (DEFINITION)

Under the supervision of the Bilingual Intake Supervisor, performs basic level case management eligibility tasks and provides administrative and clerical support and services for Child Care Services by implementing administrative systems; ensuring procedures and policies are followed; monitoring administrative projects, maintaining client and staff confidentiality; and providing high quality customer service.

### Essential Functions

All general administrative and clerical duties and specific duties related to site and workgroup assignment including:

- Prepares and accurately maintains a variety of complex reports and records related to Child Care Services program requirements. Provides related information in a timely manner, as required
- Applies established rules and guidelines for Child Care Services eligibility determination; calculates income and verifies information from other agencies and sources; confers with supervisory staff in the most complex cases
- Enters client information into a computer system or database; updates information as necessary; maintains familiarity with software used for the creation and maintenance of family files, provider files and correspondence
- Provides child care referrals in accordance with established policies and procedures
- Monitors the ongoing eligibility of clients, including for recertification status
- Analyzes family income for comparison with the family fee schedule
- 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
- Assembles hardcopy files and ensures entry in database is accurate
- Greets community members and clients who come to agency buildings; receives and screens incoming phone calls, faxes, and e-mails. Provides a quick assessment of individual's needs and assists in reaching the appropriate agency staff member or resource by accurately responding to questions regarding services offered by Changing Tides Family Services
- Provides excellent customer service to individuals of diverse cultural backgrounds and needs. Responds sensitively to members of the public, including those who may be

*Kerry Vellegas, Executive Director*





distressed; or non-English speaking, or have intellectual disabilities. Communicates in a professional manner with staff, management, clients, and vendors

- Performs general clerical duties to include but not limited to photocopying, faxing, mail distribution, and filing. Uses appropriate software, including Microsoft Office, to complete related duties, including entering and extracting data; creating and modifying documents; managing emails and scheduling
- Creates written materials including reports, correspondence, invoices, forms, and other documents. Proofreads and checks typed materials for accuracy, completeness, and compliance with standard procedures for grammar, punctuation, and spelling.
- Maintains inventory of agency equipment and supplies, including tracking assigned equipment and sign out sheets; checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; receiving and verifying receipt of supplies as per agency policies and procedures
- Assists program staff with organizing workshops, classes, and/or materials including support with flyers, publicity, and registration
- Provides coverage for other administrative positions and sites as needed, as well as acts as support for the Administrative Assistant as assigned
- Exercises initiative and sound judgment
- Effectively prioritizes work tasks and communicates with supervisor regarding progress
- Must be able to remain productive and efficient despite constant interruptions and multiple urgent tasks
- Communicates to supervisor any suspicious activity such as child or elder abuse, fraud, etc.
- Complies with Changing Tides Family Services Personnel Policies and Procedures and other formal Changing Tides Family Services guidelines and policies.
- Maintains confidentiality of personal health information pertaining to clients of Changing Tides Family Services; confidentiality of employee information, confidentiality of income or eligibility information related to parents or child care providers, and other confidential information

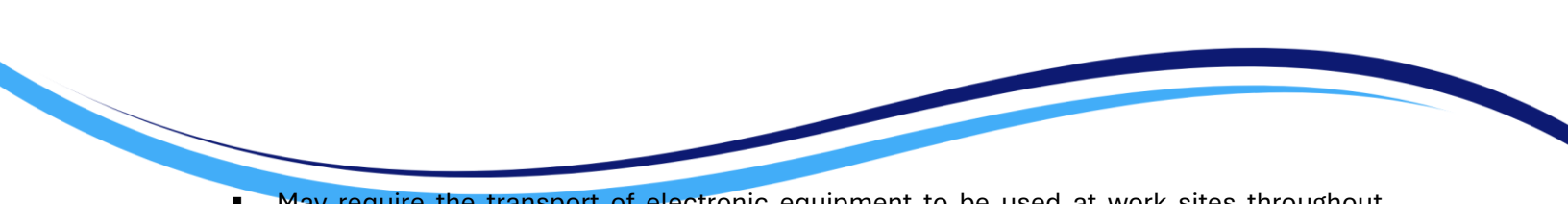
## **QUALIFICATIONS**

### **Desirable Education and Experience**

Two years' experience working in a fast-paced office environment which included: phone work, greeting responsibilities, use of correct English both verbally and in writing, standard business arithmetic including percentages and decimals, confidentiality, and operating standard office equipment including multi-line telephone system, personal computer, copier, facsimile equipment, shredder, and calculator/adding machines. AA degree desirable.

### **Other Requirements:**

- Ability to sit for extended periods of time and use a computer while answering telephones
- Must be able to pass a criminal history fingerprint clearance at the DOJ and FBI level
- 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

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- May require the transport of electronic equipment to be used at work sites throughout Humboldt County; would require the lifting of individual electronic components (up to 35 lbs.) in the process of setting up remote work sites.

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