JOB DESCRIPTION

PARENT SERVICES SPECIALIST

Under the supervision of the Child Care Services Supervisor, the Parent Services Specialist shall be responsible to:

1. Determine initial and continuing need and eligibility for subsidized child care services for state funded programs in accordance with applicable program regulations and requirements.

2. Interview parents face-to-face to obtain required information, process applications and other related information and/or documentation, including assisting with the completion of applications as needed for state funded programs and CalWORKs Stage 1 program.

3. Review case files (paper and electronic) as needed to ensure compliance with Federal, State and/or County Funding Terms and Conditions (i.e., track and submit weekly enrollments, transfers, changes and terminations).

4. Maintain a caseload of parent files enrolled in the subsidized child care programs. This includes maintaining record of contacts, case histories and all other pertinent data.

5. Research and assist in the resolution of child care barriers by determining the need for additional services and referring individuals/parents to community and/or professional resources.

6. Conduct initial and ongoing child care orientations (individual and/or group) to explain program requirements and procedures to subsidized applicants and recipients.

7. Provide referrals and follow-up to individuals/parents requesting child care and other information related to child development services or resources.

8. Be accessible to the general public at Job and Career Centers and/or parent meetings or workshops as needed.

9. Connect with community organizations (i.e., Ventura County, First 5, employers, etc.) to assist applicants and recipients of subsidized child care services as needed.

10. Represent CDR by attending and participating in case conferencing meetings, partnership meetings and other community events as needed.

11. Attend and participate in CDR staff meetings and other agency events as required.

12. Accurately maintain, monitor and submit all required reports by established deadlines.

13. May be required to manage family child care caseload at outstation locations within Ventura County as needed.

14. Perform other duties as assigned.
EMPLOYMENT STANDARDS

Required Education and Experience:

- Minimum of an associate’s degree in sociology, child development, human services, psychology, or related field or a minimum of 30 completed college units. Those hired with only the minimum completed college units must continue education and obtain an associate’s degree in related field within three years of hire as a condition of employment.

- A minimum of two (2) years recent paid work experience in a position involving community or social work which includes interviewing clients and caseload management.

Preferred Criteria: Bachelor’s degree in a related field. Bilingual (English/Spanish) skills. Experience determining eligibility for a public assistance program.

Knowledge and Abilities: Ability to effectively communicate in English both orally and in writing. Ability to travel to and work out of an outreach site within Ventura County on a regular basis or as assigned. Familiar with and ability to use computer for the entering of client data and word processing. Knowledge of Windows and applications such as Word for Windows and Excel. Knowledge of the problems, needs, and behavioral patterns of the disadvantaged. Ability to establish and maintain professional and effective working relationships with diverse and disadvantaged individuals, other staff, public partners and other groups within the community. Ability to meaningfully assist the development of stable personal and family situations. Ability to organize a number of simultaneous assignments and work under minimum supervision. Ability to effectively speak before a group and make presentations.

Physical Abilities: Ability to see at normal distance. Ability to hear normal conversations and sounds. Ability to effectively use hands and fingers in the regular use of computer keyboard and for filling out a large volume of required forms.

License or Other Requirements: Must have access to a dependable auto with minimum appropriate insurance coverage, and possess a current valid California driver’s license. Must submit to a pre-employment agency-paid physical examination. Employment is conditional pending satisfactory results of physical examination.