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**JOB DESCRIPTION**

**TITLE: CASE WORKER**

**DEPARTMENT: SUBSIDY AND FAMILY SERVICES DEPT.**

**REPORTS TO: ASSOCIATE PROGRAM DIRECTOR**

**STATUS: NON-EXEMPT**

**JOB SUMMARY:** Under the supervision of the Associate Program Director – Subsidy and Family Services, responsible for assessing clients' child care need and making appropriate referrals to all resource services available.

**DUTIES**

1. Provides counseling, assistance and education to clients, providers and families in the community on all childcare resources and quality child care.
2. Counsel clients on child care options and their rights and responsibilities.
3. Liaison between clients and providers and within department staff.
4. Maintains knowledge of resources available for provision of child care services (both family and center based) and refers clients appropriately.
5. Utilize the Extended Services Referral to find new resources that could help parents with Special Needs Children, with legal problems, with abusive spouse, and with other problems that may be detected or observed while counseling.
6. Establish new contacts with resources that can make it easier for families to obtain resources.
7. Keeps a listing of all Community Resources available for families and makes referrals appropriately.
8. Assists, receives and assesses all requests for child care services.
9. Responsible for offering alternative child care options to clients that are found ineligible.
10. Maintains the confidentiality of all parent/client records.
11. Process and maintain all case records for parent counseling.
12. Maintains knowledge of all special projects, entitlement, etc., and refers clients appropriately.
13. Counsel and help parents to apply for other services.
14. Build the Parent Provider Agreement for the various subsidy programs.
15. Responsible for making sure Centers and Family Child Care Providers are in compliance and paperwork is checked for signature and completion before giving or building an agreement.
16. Completes follow-up calls, emails and/or letters to the clients and/or providers.
17. Enter any and all required information in the database system.
18. Provide assistance and back up to Customer Service staff as needed.
19. May be required to co-locate at other agencies; if needed.
20. Reports to the Coordinator of Parent & Family Services in the absence of the Program Director.
21. Participates in agency initiatives and in-service training.
22. Participates in all advocacy efforts; as well as community outreach events in which the agency is involved before, during and after hours; as well as on the weekends.
23. Any duty as assigned by the Chief Executive Officer or her/his designee.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

Bachelor’s Degree (B.A.) and 1to 2 years related experience.

**SKILLS**

Computer literate using Microsoft Office which includes: Excel, word, PowerPoint and Publisher; must be able to use copier, fax machine, folding machine, postage machine, date stamp machine, and laminator, office systems, email effectively, attention to detail, accuracy and business communications.

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Bilingual – English/Spanish preferred but not required.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate and to draw and interpret graphs. Must be computer literate.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to walk and reach with hands and arms. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position comes with high pressure due to changes in programs, deadlines that must be met, short time frames and complex regulations. The work environment is usually quiet.

**INITIATIVE/JUDGEMENT**

Must be able to assess client needs quickly, using supervision as appropriate.

**DISCLAIMER CLAUSE**

Job descriptions and specifications are not intended and should not be construed to be an exhaustive list of all responsibilities, skills, or working conditions associated with a job. They are intended to be an accurate reflection of the principal requirements of the position.

**VALUES**

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| * support/believe in the mission of 4CS * professionalism * excellent customer service * hardworking * leadership * resilient * works on self-awareness and other awareness | * committed to excellence * flexible * open-minded * problem-solving * critical thinking skills * courtesy to and respect for everyone (colleagues, clients, customers) |