

Valley Oak Children's Services
Job Description

Job Title: Family Support Specialist
Department: Childcare Services
Reports to:
Grade:
Classification: Non-exempt/hourly

Approved by Board of Directors:

VOCS Employee Responsibilities include actively supporting the Agency mission, vision and values and becoming familiar with all programs operated by Valley Oak Children's Services.

Essential Duties and Responsibilities include the following: Other duties may be assigned.

- Perform the following procedures: enrollment, certification, updating and termination processes for all subsidized childcare programs.
- Timely and accurate completion of all re-certifications, terminations, NOA's, family files and other assigned duties.
- Determine family's eligibility for child care programs using contract requirements.
- Answer phones, make appointments and provide general communication, resource and support services to all clients and staff as directed.
- Accurately perform computer input, typing and filing for all VOCS programs.
- Maintain required number of case files.
- Process monthly childcare certificates.
- Maintain an error rating of less than 10% on quality assurance reviews of case files.
- Provide appropriate VOCS representation in various workshops and meetings.
- Provide technical assistance and support services to parents and providers and demonstrate good customer service.
- Operate NoHo, Outlook and Microsoft programs.
- Participate in workshops, meetings and trainings as assigned.
- Must demonstrate strong interpersonal and time management skills/
- Interact with the public, clients, providers and agency staff with excellent customer service.

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 the individuals with disabilities to perform the essential functions.

- Good office skills as well as computer knowledge and input ability.
- Proven communication skills in dealing with coworkers and community members.
- Knowledge of community programs and resources available in Butte County.

- Able to work as a team member and take directions as well as the ability to take responsibility and make appropriate decisions.
- Able to read, write and speak English.
- Basic arithmetic and computation skills; ability to analyze and interpret monthly attendance sheets.
- Able to prioritize and demonstrate strong problem solving skills.

Education and Experience:

- A.A. in related area preferred. Two years of related experience may be substituted for 1 year of education.
- **Certificates, Registration, Licenses:** A valid California driver's license is required. Vehicle liability insurance is required per the State of California. This requires dependable transportation.