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**JOB DESCRIPTION**

**PARENT SERVICES INTAKE SPECIALIST**

Under the supervision of the child care services supervisor (Parent Services), the parent services intake specialist shall be responsible to:

1. Determine initial eligibility and need for all applicable state subsidized child care programs (Alternative Payment (CAPP), Infant/Toddler Program (ITP).
2. Ensure processing of full enrollments in all state program categories throughout the year.
3. Process direct CalWORKs Stage 2 referrals for enrollment into CDR’s CalWORKs Stage 2 child care program.
4. Create a parent case file and ensure that it contains the required documentation collected from the parent that establishes need and eligibility.
5. Accurately enter notes in the current database for pending enrollments, including parent enrollment appointment dates, times, and any other communication with clients.
6. Compose the initial Notice of Action for subsidized child care services and submit completed parent case file to supervisor for review and final approval.
7. Provide support to the parent services specialists on special projects and deadlines as assigned, including carrying a fluctuating caseload based on program needs not to exceed 85% of a full caseload - in which case all of the caseload management duties of the parent services specialist job description will pertain.
8. Participate in department and unit meetings and pertinent staff development training.
9. Perform other duties as assigned.

**EMPLOYMENT STANDARDS**

**Required Education and Experience:**

* High school graduate or equivalent.
* Minimum of three (3) years’ paid experience in a position providing family social services, child care subsidy eligibility, child care outreach, or related social services position. Experience must include public contact.
* *Minimum of two (2) years’ paid experience in a highly responsible secretarial position which required extensive public contact may substitute for 1 year of the required social services experience.*

**Knowledge and Abilities:** Fluent bilingual (English/Spanish) required. Knowledge of relevant public and private agencies. 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. Ability to maintain accurate records. Ability to work independently. Ability to follow through on assigned duties. Ability to exercise sound judgment and initiative. Ability to perform routine clerical duties. Ability to work cooperatively with others. Ability to maintain confidentiality and sensitivity to low-income families, families at risk and cultural beliefs and practices. Ability to speak before a group.

**Physical Abilities:** Ability to use hands and fingers to fill out forms and use the computer keyboard. Ability to walk for the purpose of on-going enrollments.

**License or Other Requirements:** Must submit to a job pertinent agency paid pre-employment physical. Employment is conditional pending satisfactory results of all required tests mentioned above.