

**JOB DESCRIPTION**

**PARENT SERVICES SPECIALIST**

Under the supervision of the assigned child care services supervisor (parent services), 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. Conduct in-person parent interviews 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. Maintain up to 100 lower-complexity case files of parents enrolled in the subsidized child care programs. This includes maintaining record of contacts, case histories and all other pertinent data.
4. 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).
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 (e.g., 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:**

* High school graduate or equivalent and a minimum of 24 completed college units.
* 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**: Degree in sociology, human services, or a related field. Bilingual (English/Spanish) skills. Experience determining initial and continuing need for subsidized child care, eligibility, and case management.

**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. Ability to effectively use a computer. 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. Ability to safely drive own or company-owned vehicles.

**Other Requirements:** Must submit to a pre-employment, agency-paid physical examination. Employment is conditional pending satisfactory results of physical examination.

**Parent Services Specialist II**

The following minimum experience and job proficiency is required to be hired as or promoted to a **parent services specialist II** and assigned the additional responsibilities noted below.

**Experience**: Potential new hires must possess a minimum of three years’ successful experience in case management for a California Department of Social Services subsidized child care and development program determining initial and continuing need for subsidized child care, eligibility, and case management. Current employees hired as a parent services specialist I must meet all identified core job proficiencies.

**Additional Responsibilities:** Manage a caseload of over 100 for state programs and equivalent for Stage One program; assigned all cases regardless of complexity, including custody orders and complicated schedules; assist with new peer training; assist with planning mass enrollment events (state programs); assist with planning and/or completing a large number of enrollments (Stage One program).