

**Family Resource Center
Job Description**

Job Title: Caseworker II
Department: Subsidized Child Care
Reports To: SCC Supervisor
FSLA Status: Non-Exempt
Grade Level: 04
Prepared By: Human Resources
Prepared Date: January 2023
Hourly range: \$18.75 to \$23.50

Family Resource Center (FRC) employee responsibilities include becoming familiar with all programs operated by FRC.

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 Child Care (SCC) programs.

Timely and accurate completion of all assigned re-certifications, terminations, NOA'S, family files and other assigned duties.

Answer phones, make appointments and provide general communication and support services to all clients and staff as directed.

Accurately perform computer input, typing and filing for all SCC programs.

Maintain required number of case files.

Assist with processing monthly Provider timesheets as needed.

Provide appropriate FRRRC representation in various workshops and meetings.

Perform peer review compliance check on other Caseworkers' work including client files and time sheets.

Provide technical assistance and support services to parents and providers and demonstrate good customer service.

Operate Noho childcare database, Outlook email, and other computer Programs.

Participate in various workshops and meetings. May occasionally be required to work outside the traditional workday.

Must demonstrate strong interpersonal 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 accommodation may be made to enable 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 San Joaquin County.

Able to work as a team member and take direction, 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.

ATTENDANCE IS AN ESSENTIAL FUNCTION OF THIS JOB.

EDUCATION and/or EXPERIENCE

A.A. in related area preferred and at least 3 years of related experience.

Our programs are on a yearly contract basis.

APPROVAL SIGNATURES:

Department Director: _____

Date: _____

Executive Director: _____

Date: _____

Human Resources: _____

Date: _____