

**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: July 2024
Hourly range: \$19.75 to \$24.50

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 case 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 data entries into CC4 database, typing and filing for all SCC programs.

Maintain required number of case files.

Assist with payment adjustments as needed for provider payments.

Provide appropriate FRC representation in various workshops and meetings.

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

Provide technical assistance and support services to parents and providers while demonstrating excellent customer service.

Operate CC4 childcare database, Outlook email, and other computer programs.

Actively monitor emails and reply to them timely.

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

Must demonstrate strong interpersonal skills and confidentiality of client information.

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, clients, and community members.

Knowledge of community programs and resources available in San Joaquin County in order to assist clients in need of services.

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.

Good arithmetic and computation skills; ability to analyze and interpret attendance sheets and client incomes.

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:

COO: _____

Date: _____

CEO: _____

Date: _____

Director of Human Resources: _____

Date: _____