



Job Announcement

Job Title: Family Service Specialist II
Department/Unit: Family Services
Reports To: Family Service Manager
FLSA Status: Non-Exempt / Union Member
Level: Staff Level 3, Step 2 (Hr. \$16.44)
Hours: 37.5/week

POSITION SUMMARY: Under the supervision of the Family Service Manager, the Family Service Specialist II, provides counseling, resource and subsidy information and makes referrals related to children, child care and family services. This position is also responsible for determining program eligibility, performing intake interviews with all eligible child care clients, maintaining client intake files and providing follow-up services to ensure quality case management to families receiving services.

RESPONSIBILITIES

- Provides referrals to callers seeking child care through Agency Referral Line and Resource Room.
- Informs families and providers on choosing quality child care, child care subsidies and child and family services available through Children's Council and other community resources.
- Conducts client eligibility and re/certification, manages and maintains family caseloads.
- Performs data entry relevant to family caseload.
- In regular consultation with DHS-CDE staff, maintains current information regarding client child care schedules, dates and other information required for maintaining eligibility.
- Clarifies, resolves, and provides information regarding client's child care status to the Payment Technicians for the preparation of vouchers for payment and projections.
- Develops and update forms, flyers and resource information about child care, subsidies, parental concerns, provider information, and child development.
- Assists in coordinating all aspects of the CCSF Toy Lending Library for parents and providers.
- Maintains all bulletin boards with current resource information.
- Regularly updates and maintains computer database of provider, parent, and community resource information. Assists in maintaining hard copy files within the office.
- Keeps current on child care regulations and disseminates any changes to parents and providers; maintains communications with the child care provider community regarding child care needs of particular clients and policies and procedures of the program.
- Assists with administrative and clerical support of the Department with mailings, updating displays, filing, distributing materials, packet preparation, and maintaining Resource Room.
- Attends meetings relevant to service delivery and staff development, and works in collaboration with other agency staff.
- Develops, processes and maintains files, forms, timesheets and reports to assure efficient check production, audit controls and complete service data reports.
- Performs other relevant duties as needed.

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QUALIFICATIONS: Required:

- High School diploma and minimum two (2) years experience in human services or child development.
- Excellent verbal and written communication skills.
- Demonstrated computer competency in various computer applications and database systems.
- Highly sophisticated organizational skills; ability to multi-task with ease.
- Ability to provide excellent customer service and work effectively with a diverse clientele.
- Commitment to social justice, family empowerment, and diversity.
- Knowledge of San Francisco community resources and Child Development Programs
- Bilingual in English/Cantonese/Mandarin

PHYSICAL REQUIREMENTS:

- Ability to sit at a desk for extended amounts of time
- Ability to stand for extended amounts of time
- Manual dexterity to use a telephone and computer
- Ability to hear and understand speech at normal room levels, and to hear and understand speech on the telephone
- Ability to speak in audible tones so that others may understand clearly in normal conversations and over the telephone
- Physical agility to lift and carry up to 20 pounds and to bend, stoop, walk and reach overhead
- Physical agility to push/pull, squat, twist and turn
- Mental acuity to perform the essential functions of this position in an accurate and timely fashion; to make good judgments and decisions; and to evaluate the results of decisions and judgments

QUALIFICATIONS: Preferred:

- BA/BS in Human Services, Child Development, Sociology or related field and at least six (6) months experience working in human services or child development.
- OR, AA in Human Services, Child Development, Sociology or related field, and minimum of two (2) years experience working in human services or child development.

To apply: Please send resume & cover letter to:

Filling Deadline: Open Until Filled

Department of Human Resources

CCSF 445 Church Street

S.F., CA 94114

or Fax: 415-343-3359, or email: hr@childrenscouncil.org

SALARY:

- \$16.44 per hour- equivalent to \$1,233.45 bi-weekly
- 37.5 hours/week -Monday thru Friday 8:30 a.m. to 5:00 p.m
- Excellent benefit package includes: medical, dental, vision plans, matching 401k plan, PTO and more...

CCSF is committed to workforce diversity. Qualified applicants will receive consideration without regard to age, race, color, religion, sex, sexual orientation or national origin. We invite all qualified applicants to confidentially self-identify when applying. CCSF adheres to provisions of ADA regarding reasonable accommodation procedures.

This position is grant funded and its continuation is based on the continuation of funding.