



### **Job Description**

**Job Title:** Family Subsidy Specialist II  
**Department/Unit:** Family Subsidy Department  
**Reports To:** Family Subsidy Program Manager  
**FLSA Status:** Non-Exempt / Union Member  
**Level:** Staff Level 4  
**Hours:** 37.5/week

### **POSITION SUMMARY:**

Under the supervision of the Family Subsidy Manager, the Family Subsidy Specialist II works with families to evaluate program eligibility performs intake interviews and subsidy child care needs assessments with all eligible families. Counsels and assists families in locating child care services and provides appropriate supportive services and community resources. The Family Subsidy Specialist II maintains client files' up to date by following strict policies and procedures in a timely and highly accurate manner. The FSSII coordinates a vast number of family-program timelines and possesses the skills and abilities to multitask with ease and precision. Working independently in a structured environment and in collaboration with other department staff, the Family Subsidy Specialist II achieves the highest degree of integrity of work and ensures best services possible to clients and child care providers.

### **RESPONSIBILITIES**

- Works with disadvantaged families and children in a sensitive environment.
- Counsels and assists families with child care subsidies in their caseload and/or at designated off-site locations.
- Conducts timely child care eligibility and need intake interviews and regular Recertifications, according to program guidelines and California Title 5 regulations.
- Participates in ongoing department file review process and file updates as part of Quality Assurance protocols.
- Provides appropriate and customized community resources and child care referrals to parents seeking child care.
- Maintains timely and on-going communications with parents and child care providers, and orients them to policies and procedures of the Children's Council child care subsidized programs.
- Maintains the highest level of client service, support, and professionalism.
- Accesses and makes referrals to other social services programs within Children's Council and community based organizations.
- Performs accurate and timely data entry relevant to caseload and in accordance with program and policy requirements.
- Values collaboration with other Family Subsidy Department functions and agency staff on routine and special projects and events by putting the community, the agency, and the department ahead of individual interests.
- Responds to inquiries and provides timely communication to the payment technicians, provider coordinators, and provider support staff regarding client's child care status, to enable timely and accurate provider payments.
- Keeps current on child care regulations and disseminates any changes to parents and providers.
- Maintains ongoing communication with the child care provider community regarding the child care needs of clients, including policies and procedures of the program.
- Demonstrates and values the highest level of integrity and ownership in individual and collective work.
- Attends and proactively participates in all meetings relevant to service delivery and staff professional development.
- Other related duties as assigned.

**QUALIFICATIONS: Required:**

- AA in Human Services, Child Development, Psychology, Sociology and two years experience in a non-profit organization, or
- High school Diploma and four years experience as administrative assistant in a non-profit organization.
- Highly developed and excellent written and verbal communication skills, including knowledge of word processing.
- Excellent organizational skills; ability to multi-task with ease.
- Database entry experience and statistical reporting skills, Microsoft office program applications required.
- Strong administrative skills and the ability to work with a diverse group of individuals and community based organizations.
- Knowledge of San Francisco community resources and Child Development Programs
- Commitment to social justice, family empowerment and diversity.
- Familiarity with standard office procedures (filing, faxing, etc.).
- Proven problem solving skills and attention to detail a must.
- Ability to adhere to priorities and meet multiple deadlines.
- Ability to work independently in a structured environment.
- Bilingual in English and one of the following languages: Vietnamese, Spanish, Cantonese, Mandarin, Russian
- Occasional flexible schedules including evenings and weekends.

**Qualifications Preferred:**

- BA in Human Services, Child Development, Psychology, or Sociology.
- Familiarity with procedures and programs administered by California Department of Education programs.

**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

**This position is a bilingual (English/Spanish) position. If you are interested in applying for this position, please submit your cover letter and resume to [careers@childrenscouncil.org](mailto:careers@childrenscouncil.org).**