



Case Specialist Job Description

Job Title	Case Specialist	Department	Subsidized Programs
FLSA Status	Non-Exempt	Reports To	Subsidized Programs Supervisor

Scope

In accordance with the organizational mission and goals, provides direct or program related services to the clients within assigned programs while ensuring compliance with all city, county and state subsidy child care contracts.

Primary Responsibilities

1. Participates in the case management, recertification and disenrollment of existing clients by:
 - Conduct in-person meetings, both scheduled and by walk-in, with clients in order to receive and process documentation and/or discuss changes in the client's case.
 - Provide information and support to clients on child care options.
 - Manage, review and verify all eligibility required documentation for recertification and termination of clients within a timely manner and according to programs required time frame.
 - Evaluate all client income in the household and apply a family fee if applicable.
2. Maintains, completes, and authorizes client files according to program regulations and guidelines to satisfy program audits.
3. Manages assigned caseload, ranging from 100-200 clients.
4. Participates in the recruitment of new clients as needed.
5. Maintains knowledge of the Title 5 Regulations and State Funding Terms and Conditions for all applicable programs. Keep up-to-date on timely subsidy program changes and related guidance.
6. Maintains current and accurate client records in MCT-CC3 and CalSAWs databases.
7. Maintains confidentiality of clients Personal Information as required by contracts.
8. Ensures clients complaints are accurately logged and resolved in a timely manner or referred to Subsidized Programs Supervisor for appropriate resolution.

Additional Responsibilities

1. Provide clients with information on supportive services (e.g., housing, food, mental health services, etc.) as needed.
2. Represent the agency with professionalism in all interactions. This includes over the phone, in person, using electronic media, and written correspondence.
3. Provide excellent internal and external customer service by working cooperatively within the department, across the agency, and with clients and partners.
4. Support other functions within the department when needed.
5. Participate in visibility events as needed.
6. Attend all staff meetings, trainings, and annual retreats.
7. Perform other duties as assign.

Experience, Knowledge, Skills and Abilities

1. Regular attendance and punctuality are essential.
2. Experience working with diverse populations in a culturally sensitive manner.
3. Must be able to work independently and as part of a team.



4. Excellent interpersonal skills, flexible and collaborative.
5. Well-organized, able to self-manage competing priorities, and meet deadlines.
6. Exceptional attention to detail and accuracy.
7. Ability to exercise discretion and practice good judgment at all times.
8. Computer Skills: Working knowledge of Microsoft Office (Word, Excel, Outlook, Teams) required.
9. Bilingual English/Spanish Skills: Excellent Reading, Writing, and Oral Communication is preferred.
10. 3 years of equivalent related work experience in Social Work, Human Services, Family Studies, or related field; or
11. Bachelor's degree in the field of Social Work, Human Services, Family Studies, or related field.

Working Conditions

1. Typical of an office environment.
2. Eligible for hybrid/telework schedule upon completion of introductory period.
3. Must have reliable transportation.
4. Flexibility to work occasional evenings and weekends.
5. Must comply with agency health and safety protocols, including vaccination policy.

Compensation and Benefits

Salary Range is \$22.06 - \$24.52/hour, depending on experience. Salary based on 35-hour workweek. Eligible for performance-based incentive. Competitive benefits package consisting of health, dental, vision, life insurance, 401k employer contribution, paid sick leave, paid time off (PTO), holidays, and a hybrid telework work option (after 90-day introductory probation.)

We are an Equal Opportunity Employer.

Organizational Statement

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all-inclusive, and the job may require other essential and/or non-essential functions, duties or responsibilities not listed herein. Management reserves the sole right to modify this job description at any time. Nothing in this job description is intended to create a contract of employment of any type. Employment at Connections for Children is strictly on an at-will basis.