



Family Support Case Manager

Reports to: Manager, Family Support Services
Classification: Non-Exempt
Hours: Full-time, 40 hours per week
Date posted: 2/8/2022

Position Summary

The Case Manager is a full-time non-exempt position and supports families in Napa County by evaluating and maintaining their eligibility to receive financial assistance for child care in subsidized payment programs at Community Resources for Children (CRC). The Case Manager is a trusted resource for families navigating intricate program requirements while seeking quality childcare in Napa County. The Case Manager also helps families with other supportive services and community resources to support the overall wellbeing of the family and children. The Case Manager processes monthly childcare payments to childcare providers in accordance with state policies. With the ability to prioritize and multitask competently, the Case Manager coordinates multiple family and program-driven deliverables to provide the best possible support to families.

Essential Duties and Responsibilities

- Understand and support the mission and goals of Community Resources for Children (CRC).
- Maintain an ongoing caseload of families receiving subsidized child care services with a knowledge of the Alternative Payment Programs at CRC
- Conduct in-person eligibility certifications and recertifications with families in accordance with Department policies and procedures, Federal, State and local law and regulations
- Provide timely ongoing communication with parents and childcare providers via telephone, mail, email or in-person meetings to assist them in understanding the Alternative Payment Programs Policies and Guidelines
- Hold a high level of customer service when working with families, providers, staff and external partners
- Maintain accurate, up-to-date client records in electronic and hard copy files
- Counsel and educate families around the importance and benefits of a quality child care and early education experience for their children
- Provide tailored information around options for a quality early care experience depending on each family's unique circumstance
- Provide customized information and referrals to other community resources and support services as appropriate
- Calculate monthly attendance logs and process provider payments in accordance with Department policies and procedures, Federal, State and local law and regulations
- Provide timely communication with other Department staff to ensure swift coordination of accurate child care authorizations and payments, paperwork and customer service
- Work closely with the County of Napa's Health & Human Services, Self Sufficiency staff and management
- Assist potential families with the Child Care Eligibility List enrollment
- As determined by the Department's Quality Assurance metrics, achieve and maintain a performance accuracy rate in accordance with current Department standard.
- Maintain an organized workspace in accordance with Department policies and best practices to ensure client confidentiality and access to files

- Adapt to continually-evolving regulations, internal policies and best practices to ensure optimal service delivery and compliance
- Demonstrate flexibility in work schedule to ensure client/program needs are met
- Attend and participate in all required meetings, conferences, and training relating to service delivery and professional development
- Maintain the highest level of friendliness, professionalism, support, and integrity in all aspect of work
- Conduct outreach and participate in events to promote programs and agency as needed
- Contribute to agency publication and communication efforts as requested
- Engage and supervise volunteers
- Perform other duties as assigned.

Qualifications

Education and Experience

- Bachelor's Degree in Child Development, human services, social work or similar subject preferred
- Minimum of two years' work experience in child care or related field
- Experience at a non-profit or charitable organization preferred
- Excellent communication skills both orally and in writing, great listener
- Ability to work independently, accept supervision, and to work as part of a team
- Demonstrates accuracy and thoroughness in handling and inputting data; looks for ways to improve and promote quality; applies feedback to improve performance
- High level of proficiency in computer skills, including skills in MS Office (Word, Excel, Outlook, PowerPoint)
- Efficient organization and time management skills
- Livescan fingerprinting and Department of Justice background clearance
- Demonstrated ability to relate well with parents, providers, co-workers, and the community
- Bi-lingual desired, Spanish preferred

Language and Other Demands

- Ability to work and communicate with diverse cultural and socioeconomic groups, and differently-abled individuals
- Ability to work under pressure and meet deadlines
- Willingness to work occasional evening and weekend events
- Reliable transportation, valid California driver's license and insurance

Physical Job Description

- Typical office environment, no unusual exposures
- Equipment Used includes computer keyboard, telephone, copy machine, projector, and shredder
- Essential Physical Tasks: Must be able to sit and type on a computer keyboard, communicate with clients by telephone, drive a car to travel to meetings or appointments, and lift and carry up to 30 pounds.

COVID-19 considerations:

The position requires work on-site. All staff is required to wear a mask and be able to verify that they are fully vaccinated (reasonable accommodations provided).

How to Apply

Please submit resume with a thoughtful cover letter describing your interest in the work of Community Resources for Children and how your experience meets the qualifications of the job. Please also complete the job application that can be downloaded from <https://www.crcnapa.org/new-join-our-team/>