



sierra nevada children's services

## Family Support Specialist

**FULL-TIME:** 30 hours/week

**WAGE:** \$16/hour plus benefits

Sierra Nevada Children's Services is a private, nonprofit child care resource and referral agency that has served families, early childhood professionals and the community since 1978.

**JOB PURPOSE:** Implement child development services, including: Federal, State, and County child care subsidies. Provide family and caregiver education and support.

**EXPECTATION FOR ALL EMPLOYEES:** Support the agency's mission, vision and values by exhibiting attitudes of professionalism, collaboration, innovation, respect for coworkers, commitment to our community, and personal accountability.

### ESSENTIAL JOB DUTIES:

- **ENROLLS FAMILIES ON CHILD CARE SUBSIDY PROGRAMS AND MAINTAINS FAMILY DATA FILES** by contacting families and setting up enrollment/recertification appointments, reviewing program rules with parents, and documenting eligibility for services, preparing and mailing certificates of enrollment for authorized child care based upon the parent(s)' certified need for services and SNCS reimbursement criteria, making updates as needed. Supporting families and caregivers during participation on program by answering questions and handling requests. Maintaining program files in accordance with State & Federal guidelines. May coordinate services with other social service agencies.
- **ASSISTS PARENTS AND PROVIDERS** by providing technical assistance on a variety of child development and child care issues.
- **PROVIDES CHILD CARE AND OTHER REFERRALS TO PARENTS** by counseling parents, either by telephone or in person, on making informed choices about child care, offering referrals to caregivers of their choice and other family services when needed.
- **CONTRIBUTES TO TEAM EFFORT** by joining in projects, researching and suggesting solutions, assisting in mass mailings for any program. Performing tasks other than those listed when requested by supervisor.
- **MAINTAINS PROFESSIONAL KNOWLEDGE** by attending workshops and conferences as appropriate and reviewing professional publications.
- **OTHER DUTIES AS ASSIGNED**

## **JOB QUALIFICATIONS:**

### **EDUCATION**

AA Degree in liberal arts or administration, business administration, social sciences, child development, early childhood education, or equivalent experience.

### **SKILLS**

**INFORMATION PROCESSING:** Interprets contracts and applies policies and procedures for compliance; identifies and answers employee/providers/client's questions and concerns regarding programs.

**DECISION-MAKING:** Requires strong analytical and decision-making skills in order to gather and summarize data for reports, find solutions to various problems, and prioritize work. Researches information and develops appropriate solutions.

**INTERPERSONAL COMMUNICATION:** Daily high level of professional interpersonal contact with employees, clients, state agencies, branch/satellite offices, etc. via telephone, e-mail, direct contact and written communication. Ability to work well with a diverse population. Must have high level of interpersonal skills to handle sensitive and confidential situations. Must be able to maintain a professional demeanor (poised, tactful, diplomatic), and maintain confidentiality at all levels at all times.

### **OTHER REQUIREMENTS**

- Excellent spelling, grammar, verbal and written skills.
- Must have good attention to detail in composing, typing and proofreading materials, establishing priorities and meeting deadlines.
- Independent judgment is required to plan, prioritize, and organize diversified workload.
- Ability to handle multiple and dynamic work tasks.
- Strong computer skills.
- Knowledge of office administrative procedures at a level generally acquired through 2+ years related experience.
- Experience working for a state-funded and/or a non-profit organization is a plus.
- Strong analytical ability is required in order to gather and summarize data for reports, find solutions to various administrative problems, and prioritize work.
- Must have a valid California Drivers' License, proof of auto insurance, and be able to operate a motor vehicle and adhere to the vehicle usage policy as outlined in the SNCS Employee Handbook of Personnel Policies.
- Must be able to pass a background check and drug screen.

### **PHYSICAL REQUIREMENTS**

The position requires the ability to use both hands in a semi-repetitive motion frequently (up to 8 hours per day). The employee sits frequently and stands/walks intermittently. Must be able to lift and carry objects up to 25 lbs. Must be able to sit, stand, walk and otherwise physically function as necessary in an office environment to perform requirements of position. Must be physically able to operate a motor vehicle.

**TO APPLY** please forward your cover letter and resume via US Mail, email or in person:

Attn: Christine Hoxsie, HR Administrator  
420 Sierra College Drive, Suite 100, Grass Valley, CA 95945  
ChristineH@sncs.org  
530.272.8866, ext. 223