

Job Title:	SUBSIDY COUNSELOR
Department:	Child Care Fund, Area Offices
Reports To:	Subsidy Team Manager
FLSA Status:	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt
Grade:	3

Job Duties, Responsibilities, Qualifications, and Requirements

Job Summary	The Subsidy Counselor is responsible for the day-to-day case management and operation of the Child Care Fund in the Area Offices.
Essential Duties and Responsibilities	<p>A. <u>Parents</u></p> <ul style="list-style-type: none"> • Maintain accurate and timely parent files in accordance with funding terms and conditions • Meet programmatic compliance deadlines, and implement policy changes, as necessary • Document parent communications/interactions • Counsel parents on the best way to utilize the subsidy program; refer parents to R&R, as applicable • Ensure accuracy in computer database • Provide accurate schedules/certificates to ensure correct provider payments • Provide accurate monthly reports based on families & children in the program (caseload) • Conduct parent intake • Recertify parent need and eligibility annually, at a minimum • Provide information to parents regarding community resources, TrustLine process, etc. • Assume responsibilities for "Counselor of the day" on a rotational basis <p>B. <u>Providers:</u></p> <ul style="list-style-type: none"> • Conduct provider intake • Contract with providers for services • Provide ongoing technical assistance re: family fees, misuse of funds/services, attendance sheets, licensing issues, behavioral issues • Act as liaison between parents and providers, as needed • Understand basic licensing regulations and requirements • Counsel providers on the best way to utilize the Subsidy Program, explain policies and regulations as needed • Create and maintain accurate provider records and documentation in accordance with funding terms and conditions, Title V, and Council policies • Maintain ongoing communication with R&R Counselors and Payment Analysts in order to maintain accurate payments

Secondary Duties	<ul style="list-style-type: none"> • Conduct initial site visits, as needed, to implement provider agreements • Work with other community organizations, social workers, health care professionals, and employers • Assume responsibility for related special projects assigned by Subsidy Team Supervisor, and/or Area Director • Attend training sessions, as required • Assist coworkers, including reception/front desk as needed • Other administrative duties as assigned
Supervisory Responsibilities	None
Clause	<p>The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities. CocoKids management reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.</p>
Minimum Qualifications	
Education and/or Experience	<p>A. Formal Education:</p> <ul style="list-style-type: none"> • AA degree preferred. Minimum 24 college units required, preferably in ECE or related field. <p>B. Practical Experiences:</p> <ul style="list-style-type: none"> • Minimum three years experience in child care, case management, or related field • Excellent communication skills both orally and in writing, good listener • Ability to work independently, accept supervision, and to work as part of a team • Ability to interface effectively with a diverse client community • Public speaking and oral presentation skills preferred <p>C. Technical Qualifications or Specialized Certification:</p> <ul style="list-style-type: none"> • Proficient in MS Office (Word, Excel, Outlook, PowerPoint, Access) • Ability to read and interpret documents such as safety rules, procedure manuals, program regulations • Ability to write routine reports • Ability to problem solve and appropriately prioritize tasks

<p>Language, Mathematical, and/or Reasoning Ability</p>	<ul style="list-style-type: none"> • Ability to communicate via emails and telephone • Ability to calculate • Bi-lingual desired, Spanish preferred • Editing skills valued
<p>Physical and Mental Demands</p>	<ul style="list-style-type: none"> • Ability to work and communicate with diverse cultural and socioeconomic groups, and differently-abled individuals • Ability to work under pressure, meet deadlines, and concentrate with multiple interruptions • Ability to meet the physical demands of the job: employee is regularly required to stand; sit; walk; and use hands to finger, handle or feel. The employee is frequently required to reach with hands and arms, stoop, kneel, crouch, talk or hear and operate a motorized vehicle. The employee must occasionally lift and/or move up to 20 pounds • Excellent organizational skills, attention to detail • Ability to meet the requirements of daily attendance on the job for full continuous seven-hour days (<i>f/t employee</i>), or depending on your employment status • Willingness to work flexible hours including occasional evening and weekend events • A positive attitude and a sense of humor • Reliable transportation <p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p>

Reviewed By:		<i>Title</i>		<i>Date</i>	
Prepared By:		<i>Title</i>		<i>Date</i>	
Approved By:		<i>Title</i>		<i>Date</i>	