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 5
Hours: 37.5/week

ABOUT CHILDREN’S COUNCIL
For more than 45 years, Children’s Council has been the heart of child care and early education in San Francisco, advancing the belief that high-quality child care can transform lives and communities. Our more than 120 team members help families navigate their child care and preschool options and secure financial assistance to pay for it. We provide home-based child care businesses with the training and resources to succeed. Through a wide range of free programs and workshops, we support parents and caregivers as they build child development skills. As the city’s second-largest nonprofit contractor, with an annual budget of over $100 million, we are a major stakeholder in the child care system. We educate the public and advocate for increased investment in early education at the local and state level. If you are a child care champion, we want you on our team.

POSITION SUMMARY:
Under the supervision of the Family Subsidy Program Manager, the Family Subsidy Specialist II (FSS II) supports low income families in and around San Francisco by evaluating and maintaining their eligibility to receive financial assistance to pay for child care in any or all Subsidy programs at Children’s Council. The FSS II is a trusted resource for families navigating intricate program requirements and seeking information or referrals to other supportive services and community resources. With the ability to prioritize and multitask competently, the FSSII coordinates multiple family and program-driven deliverables to provide the best possible support to families within a complex regulatory environment.

Key Qualities
1. You see yourself being able to initial on eligibility meetings with families in accordance with Department policies and procedures, Federal, State, and Local law and regulations, or other funder/auditor requirements.
2. You are punctual and able to keep a timely/ ongoing communication with parents and child-care providers via telephone, mail, email or in-person meetings to assist them in understanding the Subsidy program or other family support needs.
3. You have the ability to adapt to continually evolving internal policies and best practices to ensure optimal service delivery and compliance.

RESPONSIBILITIES
• Maintain ongoing and accurate up-to-date client records for the caseload of families receiving subsidized child care services.
• Accommodate individual assignments of families who are new to the program, or regular batch assignments of existing families from other Family Subsidy Specialists.
• Counsel 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 circumstances.
• Provide customized information on, and referrals to, other community resources and support services as appropriate.
• Provide timely communication with other Department staff to ensure swift coordination of accurate child care authorizations and payments, paperwork, and customer service.
• Attend parent appeal hearings and support actions taken affecting families’ service levels.
• As determined by Department Quality Assurance metrics, achieve and maintain a performance accuracy rate in accordance with current Department standards.
• Maintain an organized workspace in accordance with Department policies and best practices to ensure client confidentiality and easy access of files to other Department staff if needed.
• Regularly contribute to capacity building efforts within the Department by leading or participating in workgroups or presenting materials to other Department members in individual or group settings.
• Collaborate with other program staff at Children’s Council by planning and participating in client services such as playgroups, workshops, or special projects and events.
• Attend and participate in all required meetings relating to service delivery and professional development.
• Other related duties as assigned.

REQUIRED QUALIFICATIONS
• Passionate about Child & Youth Development and a background in Psychology, or Sociology.
• Knowledge with Microsoft Office software such as Excel, PowerPoint, and Microsoft Word.
• The willingness to work with a diverse group of individuals and community-based organizations.
• Passionate about social justice, family empowerment and diversity.
• Occasional flexible schedules including evenings and weekends.
• Familiarity with procedures and programs administered by California Department of Education programs.
• Knowledge of San Francisco community resources and Child Development Programs.

PHYSICAL REQUIREMENTS
• Mental acuity to perform the essential functions of this position in an accurate and timely fashion.
• Dexterity to use office equipment; the ability to sit and work at a desk for extended periods of time.
• Ability to speak, hear, and understand speech at normal room levels.
• Physical agility to bend, stoop, walk, climb four flights of stairs if required.

How to apply:
Please submit your cover letter and resume in Word or PDF format with “Family Subsidy Specialist II” in the subject line to: https://childrenscouncilsf.bamboohr.com/jobs/view.php?id=35

Children’s Council is an equal opportunity employer that values diversity as central to our work serving the San Francisco community. We encourage candidates from a wide range of backgrounds to apply. Individuals seeking employment at Children’s Council are considered without regards to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation.

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