

EARLY CARE AND EDUCATION LEAD

Reports to: Alternative Payment Program Supervisor

Division: Student and Community Services

Our ideal candidate

You have a “can-do” attitude and a flexible approach to carrying out job responsibilities. You are detail-oriented and accurate. You are adept at following rules and regulations and working within prescribed guidelines. You are a creative problem-solver, highly responsible, and take full ownership of your assigned responsibilities. You advise, train, and mentor others in an ongoing effort to advance the department goals. You are a team player who thrives on meeting and setting new goals. You are committed to excellence in providing the best service possible.

General description

Under general direction, serve as a team leader for a group of staff in the Alternative Payment Program. Depending on assignment, emphasis of duties may be supporting service providers or providing guidance to staff engaged in making eligibility determinations, enrolling eligible families, and providing resource and referral services. .

Specific duties and responsibilities

- Provide support to supervisor in leading a team by: participating in the interview and selection process; onboarding and training new staff; assigning and reviewing work in progress or upon completion; monitoring employee caseloads; providing ongoing training and guidance for staff in program regulations, procedures, and software; participating in the development and presentation of training on program policy changes; and assisting staff in managing complex cases and resolving problems or errors.
- Support the management team in establishing and reinforcing standards and expectations for employee performance, conduct, professional workplace, consistency in applying program rules and following procedures, and customer service; provide performance feedback and needed guidance or correction to staff; provide input to supervisor on employee performance evaluations and disciplinary matters; communicate with supervisor about employee performance issues as well as exceptional employee performance.
- Collaborate with supervisor to modify and document program procedures to align with new and revised policies and practices; design and update forms to reflect new and revised program requirements.
- Organize and conduct periodic audits of case files, contracted providers, and eligibility compliance in preparation for annual program evaluations.

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- Review and provide feedback on a variety of written communications, including policies, provider correspondence, and handbooks.
- Conduct trainings for program participants; develop resources in the community and educate program staff about their availability in order to enhance support for program participants.
- Generate or compile required periodic reports for submission to state agencies.
- Make eligibility determinations, enroll eligible children and families, and provide resource and referral services for a small number of difficult or sensitive cases.
- Respond to program participants who express customer service concerns; take or recommend corrective action as appropriate.
- Represents SBCEO during community outreach events to promote services for families.
- May maintain and update staff calendar to ensure sufficient coverage.
- Support supervisor and program management with special projects.
- Perform other duties as assigned that support the overall objective of the position.

Requirements

A typical way to qualify for this classification would be:

Education: Possession of a high school diploma is required. Completion of 24 semester units of college coursework in business, public, or non-profit administration; social sciences, human services, or related field is preferred.

Experience: Two years of experience performing work in the Alternative Payment Program that included making eligibility determinations, enrolling families or providers, and/or processing provider payments.

Equivalent combinations of training, education, and experience that provide the required knowledge and abilities will also be considered.

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Knowledge of:

- Policies and procedures related to Alternative Payment Program
- Fee and reimbursement schedules
- Modern office practices, procedures, and equipment
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Telephone and email etiquette
- Record-keeping practices and APP file and documentation requirements
- Standard office productivity software applications
- Arithmetic, including percentages and fractions

Ability to:

- Interpret and apply regulations, policies, procedures and guidelines related to Alternative Payment Program, including enrollment, eligibility, and compliance
- Learn principles and practices of supervision and training
- Analyze situations accurately and adopt an effective course of action
- Plan and organize work of self and others
- Learn and apply policies and regulations relating to other assigned programs
- Establish and maintain effective working relationships with individuals at all levels of the organization and external stakeholders
- Demonstrate tact and diplomacy
- Communicate effectively both orally and in writing
- Work independently and as member or leader of a team
- Make accurate arithmetical computations
- Work with speed and accuracy
- Use a variety of computerized accounting, enterprise, and other software programs
- Understand and follow oral and written directions
- Meet schedules and deadlines
- Maintain confidentiality of files and other sensitive material

Licenses and certificates

May require a valid California driver's license, automobile insurance required by law, and the use of a dependable automobile.



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Working conditions

An employee in this classification generally works in an office environment with other people. Work is usually performed indoors. Noise levels are typically low or moderate. Interruptions may be frequent.

This classification is considered generally sedentary. Most work is performed while sitting at a desk and usually involves extensive use of computers, telephones, and other office equipment. Strenuous physical activity — such as repetitive lifting and carrying of heavy objects, crawling, or stooping — is not generally associated with this classification. The incumbent is not typically exposed to significant safety hazards.

Occasional evening or weekend work may be required. Occasional lifting and carrying of objects weighing up to 20 lbs.

Series

Early Care and Education

Salary range 70

<i>Approved by the Personnel Commission:</i>	October 25, 2007
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