



### EARLY CARE AND EDUCATION CASE WORKER

**Reports to:** Alternative Payment Program Supervisor

**Division:** Student and Community Services

#### **Our ideal candidate**

You are a dependable, punctual, caring professional with well-developed communication skills who uses tact, patience, and courtesy in a culturally sensitive manner. You can prioritize tasks and are motivated to complete work with accuracy, by established deadlines. You are a continuous learner with the flexibility to adapt to evolving program guidelines and work methods. You are committed to providing the best service available to program participants and service providers.

#### **General description**

Under general supervision, determines families' eligibility for subsidized child care programs and other Early Care and Education programs offered through the Santa Barbara County Education Office. Enrolls and registers eligible children and families and provides a wide range of services and support to program participants.

#### **Specific duties and responsibilities**

- Determines level of need, family income, and eligibility for subsidies; enrolls children and families into the program.
- Assists families in completing enrollment applications; may complete applications or prepare other required documentation on behalf of applicants with limited literacy; reviews documentation for accuracy and contacts families to correct discrepancies.
- Applies family fees according to income level, family size and other needs; all according to fee schedules established by the California departments of Social Services or Education.
- Provides comprehensive support to families by making referrals to other subsidies, services, and support for which they may be eligible; serves as a family advocate.
- Advises families on program requirements, procedures and obligations for subsidized child care on a sustained basis.
- Partners with other agencies to maintain up-to-date client file data such as employment, medical, and other information.
- Serves as point-of-contact for parents to arrange and track their participation in child care activities and verify participation that complies with program obligations.
- Assists with periodic program evaluations by participating in internal audits of case load files, contracted providers, and eligibility compliance.
- Prepares communications with families including those for terminating services.



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- Represents SBCEO during community outreach events to promote services for families.
- Performs other duties as assigned that support the overall objective of the position.

**Requirements**

Education: Possession of a high school diploma is required. Completion of 12 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 clerical or direct service experience in human or social services.

**Knowledge of:**

- Modern office practices, procedures, and equipment
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Telephone and email etiquette
- Record-keeping practices
- Standard office productivity software applications
- Arithmetic, including percentages and fractions

**Ability to:**

- Learn and apply regulations, policies, guidelines and procedures relating to program eligibility, enrollment, and compliance
- Learn the functions, operations, policies, practices, and objectives of the County Education Office
- Understand and follow oral and written directions
- Communicate effectively both orally and in writing
- Organize work and set priorities
- Work with speed and accuracy
- Identify errors and discrepancies in order to pursue correction and resolution
- Review information and make appropriate decisions, within limits of authority
- Make accurate arithmetical computations
- Attain proficiency in software programs and databases used by program
- Establish and maintain effective working relationships with others
- Work independently and as part of a team
- Meet schedules and deadlines
- Maintain confidentiality of files and other sensitive material
- Represent SBCEO effectively with external parties, such as parents, service providers, and vendors



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**Physical Abilities**

Incumbent must be able to function effectively indoors in an office environment engaged in work of primarily a sedentary nature. Requires the ability to sit at a workstation for extended periods of time and to stand upright and forward flexing, for intermittent periods of time. Requires the ability to interact with parents. Requires near visual acuity to write and read written materials and computer screens. Requires sufficient hearing and speech ability for ordinary and telephone conversations. Requires sufficient hand-eye and finger dexterity to write, use a keyboard and mouse or other pointing device.

**Licenses and Certificates**

May require a valid California driver’s license and insurance coverage as required by law.

**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 and weekend work may be offered. Occasional lifting of objects weighing up to 20 lbs.

**Series**

Instructional

**Salary range 61**

*Approved by the Personnel Commission:*

October 25, 2007

*Revised:*

December 14, 2023