

Seneca County Job & Family Services

Position Description

An Equal Opportunity Employer

Employee Name: Vacant	Position Title: Social Services Specialist Child Care
PCN: 40046.0	Class Title: Social Services Specialist Child Care
Unit: Workforce & Family Services	Employment Status: Full Time
Report to: WFS Supervisor 1	FLSA Status Pay: Non-exempt
Normal Hours: Flexible	Civil Service Status: Classified
EEO Status:	DOT: 195.367-034

General Description

Determines provider and recipient eligibility for child care services. Inspects and certifies provider homes. Trains providers and serves as liaison to providers and recipients. Processes invoices for all complaints.

Education

High School Diploma or GED

Experience

- Twelve months Seneca County Department of Job & Family Services (SCDJFS) social services public contact experience or
- Eighteen months working in a public contact role outside or within a JFS that included skills and knowledge in interviewing, public relations, rules, standards, practice and procedures or
- Associate degree in human service technology or a related field and a minimum of six months public contact, social services experience

Equipment Operated

- | | | |
|------------|-------------|--|
| • Computer | • Fax | • Calculator |
| • Scanner | • Telephone | • Ipad/Surface Pro |
| | • Copier | • Vehicles (must have valid Ohio driver's license) |

Inherently Hazardous or Physically Demanding Working Conditions

None

Essential Functions

- | | |
|---|---|
| • Greets, assists, interviews, determines and redetermines eligibility for providers and recipients | • Answers phone and takes messages |
| • Makes referrals and provides information regarding community services and resources | • Responds to questions and investigates complaints |
| • Conducts home inspections and certifies provider homes | • Logs data and statistics and case records into computer |
| • Ensure compliance with local, state, federal rules/laws | • Completes reports as required |
| • Train service providers | • Processes financial and budgetary documents |
| • Schedules appointments | • Covers for others as needed |
| • Monitors services and conducts follow-up checks | • Provides basic Ohio Means Jobs (OMJ) services and activities |
| | • Attends conferences, workshops and trainings to obtain or maintain knowledge of current regulations |

- Arrange for transportation
- Process invoices
- Investigates complaints
- Regular and predictable attendance

Other Duties and Responsibilities

Performs other related duties as assigned.

Characteristics

Knowledge of:

- Agency policies and procedures
- Agency services and office locations
- Available community resources
- Child care regulations
- Interviewing techniques

Skills in:

- Organization
- Communication
- Writing
- Typing/Word Processing

Ability to:

- Define problems
- Collect and gather data
- Draw valid conclusions
- Professionally represent the agency
- Maintain confidentiality
- Maintain accurate records
- Maintain effective working relationship with supervisor and co-workers

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand the contents of the position description.

Signature of Appointing Authority

Date

Signature of Employee

Date