



Family Support Lead Case Manager

Reports to: Family Support Program Manager
Classification: Non-Exempt
Hours: Full-time, 40 hours per week
Date: 4/10/2023

Position Summary

The Lead Case Manager is a full-time non-exempt position and assists the Family Support Program Manager playing a critical role in navigating program requirements, ensuring that processes and systems are consistent and efficient, and managing reports. The position carries its own caseload.

The Lead Case Manager supports families in Napa County by evaluating and maintaining their eligibility to receive financial assistance for child care in subsidized payment programs at Community Resources for Children (CRC). The Case Manager is a trusted resource for families navigating intricate program requirements while seeking quality childcare in Napa County. The Case Manager also helps families with other supportive services and community resources to support the overall wellbeing of the family and children. The Case Manager processes monthly childcare payments to childcare providers in accordance with state policies. With the ability to prioritize and multitask competently, the Case Manager coordinates multiple family and program-driven deliverables to provide the best possible support to families.

Essential Duties and Responsibilities

- Understand and support the mission and goals of Community Resources for Children (CRC).
- Maintain an ongoing caseload of families receiving subsidized child care services with a knowledge of the Alternative Payment Programs at CRC
- Conduct in-person eligibility certifications and recertifications with families in accordance with Department policies and procedures, Federal, State and local law and regulations
- Continually seeks ways to simplify processes for families and providers, taking initiative to implement new tools, revamps processes and implements protocols that improve efficiencies and better serve families, while meeting all program requirements
- Collaborates with other departments and external partners to create linkages to resources and other supports for families and young children
- Completes a selected set of required reports for the State of California and other public funders, meeting the corresponding deadlines and requirements
- Provide timely ongoing communication with parents and childcare providers via telephone, mail, email or in-person meetings to assist them in understanding the Alternative Payment Programs Policies and Guidelines
- Hold a high level of customer service when working with families, providers, staff and external partners
- Maintain accurate, up-to-date client records in electronic and hard copy files
- Counsel and educate 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 circumstance
- Provide customized information and referrals to other community resources and support services as appropriate
- Calculate monthly attendance logs and process provider payments in accordance with Department policies and procedures, Federal, State and local law and regulations

- Provide timely communication with other Department staff to ensure swift coordination of accurate child care authorizations and payments, paperwork and customer service
- Work closely with the County of Napa's Health & Human Services, Self Sufficiency staff and management
- Assist potential families with the Child Care Eligibility List enrollment
- As determined by the Department's Quality Assurance metrics, achieve and maintain a performance accuracy rate in accordance with current Department standard.
- Maintain an organized workspace in accordance with Department policies and best practices to ensure client confidentiality and access to files
- Adapt to continually-evolving regulations, internal policies and best practices to ensure optimal service delivery and compliance
- Demonstrate flexibility in work schedule to ensure client/program needs are met
- Attend and participate in all required meetings, conferences, and training relating to service delivery and professional development
- Maintain the highest level of friendliness, professionalism, support, and integrity in all aspect of work
- Conduct outreach and participate in events to promote programs and agency as needed
- Contribute to agency publication and communication efforts as requested
- Engage and supervise volunteers
- Act as backup support for Family Support Case Managers (in their absence)
- Perform other duties as assigned.

Qualifications

Education, Experience and Requirements

- Bachelor's Degree in Child Development, human services, social work or similar subject preferred
- Minimum of two years' work experience in child care or related field
- Experience at a non-profit or charitable organization preferred
- Preferred experience of Subsidy Programs and Early Childhood Education with knowledge of Title 5, Title 22 and Community Care Licensing (CCL)
- High level of proficiency in computer skills, including skills in MS Office (Word, Excel, Outlook, PowerPoint)
- Livescan fingerprinting and Department of Justice background clearance
- Bi-lingual desired, Spanish preferred
- Willingness to work occasional evening and weekend events
- Reliable transportation, valid California driver's license and insurance

Skills/Competencies

- Attention to detail and ability to process complex information and documentation
- Time management; ability to juggle multiple deadlines and remain organized
- Willing and able to adapt to new regulations, processes, and habits
- Compassion and empathy; ability to hold space for and have difficult conversations with families and providers
- Ability to work independently, accept supervision and feedback, and be a collaborative team member
- Excellent communication skills both orally and in writing, great listener
- Accuracy and thoroughness in handling and inputting data; looks for ways to improve and promote quality; applies feedback to improve performance
- Inclusive mindset and cultural competency. Ability to work and communicate with diverse cultural and socioeconomic groups, and differently-abled individuals
- Strong written and verbal interpersonal communication at all levels of the organization, internally and externally.
- Ability to think systematically and maintain awareness of the organization wide perspective

- Ability to work well under pressure and meet deadlines. Use of effective methods to destress and reset.
- Ability to critically analyze information from a variety of sources, problem solve, and form solutions
- Ability to work effectively with funders and internal/external partners
- Ability to relate well with parents, providers, co-workers, and the community
- High level of autonomy in decision-making, researching and implementing problem-solving solutions
- Creative out-of-the-box thinking and innovating
- Accountability and ownership of own work
- Ability to train and ensure accuracy of team members' work

Expectations

- Along with Program Manager, co-develop and implement processes to comply with program regulations and newly published CDSS Child Care Bulletins
- Support in onboarding and training of other new case managers
- Support case managers with complex software issues and challenges that arise
- Verify accuracy and efficiency of case managers' work as an expert in provider payments and family eligibility
- Independent autonomy and oversight of projects, collaborating with other departments as needed
- Maintain larger case load than case managers I and II
- Utilize alternative methods for eligibility and certifications that may include technology such as digital eForm enrollments
- Supports development of strategies for serving clients through programs, outreach, referrals and case management
- Manages special project delivery in collaboration with Department Manager
- Act as Program Manager backup in their absence

Physical Job Description

- Typical office environment, no unusual exposures
- Equipment Used includes computer keyboard, telephone, copy machine, projector, and shredder
- Essential Physical Tasks: Must be able to sit and type on a computer keyboard, communicate with clients by telephone, drive a car to travel to meetings or appointments, and lift and carry up to 30 pounds.

NOTICE: This description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.