



Family Support Case Manager I

Classification: Non-Exempt
Hours: Full-time, 40 hours per week

About Community Resources for Children

Since 1978, Community Resources for Children (CRC) has been investing in the early care and education of young children in Napa County. CRC is a non-profit, community-based agency that serves as the community childcare link for families and childcare professionals who live and work primarily in Napa County. Every year, Community Resources for Children enriched the lives of more than 4,000 individuals including children, parents, and educators. www.crcnapa.org

Position Summary

The Case Manager I is a full-time non-exempt position and 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 I is a trusted resource for families navigating intricate program requirements while seeking quality childcare in Napa County. The Case Manager I also helps families with other supportive services and community resources to support the overall wellbeing of the family and children. The Case Manager I processes monthly childcare payments to childcare providers in accordance with state policies. With the ability to prioritize and multitask competently, the Case Manager I 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
- 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
- Demonstrate flexibility in work schedule to ensure client/program needs are met
- Conduct outreach and participate in events to promote programs and agency as needed
- Perform other duties as assigned.

Main 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
- High level of proficiency in computer skills, including skills in MS Office (Word, Excel, Outlook, PowerPoint)
- Experience handling sensitive and confidential information
- Livescan fingerprinting and Department of Justice background clearance
- Demonstrated ability to relate well with parents, providers, co-workers, and the community
- Bi-lingual desired, Spanish preferred
- Willingness to work occasional evening and weekend events
- Reliable transportation, valid California driver's license and insurance

Expected Compensation

\$24.00 - \$29.00/hour + benefits. Pay offered may vary depending on multiple factors, including job-related knowledge, skills, and experience.

How to Apply

Please submit resume with a thoughtful cover letter describing your interest in the work of Community Resources for Children and how your experience meets the qualifications of the job. Please also complete the job application that can be downloaded from <https://crcnapa.org/new-join-our-team/>