

POSITION ANNOUNCEMENT (In-House Recruitment)

06/08

Community Action Partnership of Madera County

POSITION: FAMILY SERVICES ASSOCIATE II/III
(Alternative Payment Program)

**SALARY
STRUCTURE:** RANGE 17.5 (\$13.89-16.93/hr.) – FSA II
RANGE 18.5 (\$14.60-17.78/hr.) – FSA III

**IMMEDIATE
SUPERVISOR:** Alternative Payment Area Manager

**INDIRECT
SUPERVISION:** Assists the Alternative Payment Area Manager with supervision of Family Services Associate I, Volunteers, and Trainees (when applicable)

DEFINITION: Provides comprehensive quality control & technical assistance to Family Services Associate staff. Assists Alternative Payment Area Manager in meeting the terms of State and Federal regulations for the Alternative Payment Program contracts.

MAJOR DUTIES & RESPONSIBILITIES:

LEADERSHIP

- Maintains confidentiality of staff, parent, child, client, community, and agency information included in files, conversations, meetings, correspondence, or any other source.
- Adheres to the CAPMC values.
- Reports suspected child abuse in accordance with CAPMC child abuse reporting procedures.
- Engages in personal and professional development.
- Shares information and knowledge with others.
- Represents CAPMC in the community in a professional and competent manner.
- Participates in new staff orientation/mentoring activities.
- Works as a team member to support the functions and operations of the Agency.
- Interacts with program participants in a culturally sensitive way.
- Makes recommendations for replacement, purchase, or repair of equipment.
- Guides, orientates and trains volunteers and trainees regarding office procedures.

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QUALITY CONTROL

- Meets contract compliance established between agency and contractor.
- Maintains required data/documentation from parents and providers.
- Monitors and reviews each family file compiled by Family Services Associate I to ensure compliance with established need, eligibility, parent fee and provider payment.
- Monitors and reviews a random sample of Daily Attendance Sheets monthly and prior to payment.
- Monitors and reviews child care provider files to ensure compliance.
- Meets fiscal reporting timelines.
- Collaborates with Alternative Payment Area Manager to coordinate trainings and implement protocols/procedures as needed.

CASE MANAGEMENT

- Sets up family file.
- Maintains family file including income changes, hour changes, provider changes, health information changes, contact notes of parent/agency interactions with family.
- Maintains required data/documentation from parents and providers.
- Provides referrals as needed.
- Mediates between parent and provider concerns.
- Tracks family fee changes.
- Performs ongoing maintenance of family files.
- Monitors enrollment.
- Conducts re-certification (e.g., complete Notice of Action, and provide for due process to parents).
- Tracks students' semesters and quarters, progress, and grades.
- Monitors Child Protective Services referral for attendance and progress toward plan.
- Monitors status of families receiving care based upon seeking work and medical incapacitation.
- Performs activities to prevent fraud and abuse.
- Verifies that providers are within the Regional Market Rates for reimbursements.
- Maintains written record of substantiated parental complaints.

PARENT ENROLLMENT

- Contacts parent for enrollment/communicate with DSS and other programs for family transfers.
- Establishes parent eligibility and need according to state and federal guidelines.
- Explains documentation required at appointment.
- Explains parental choice of provider and legal licensing requirements of providers.
- Sets up appointment, sends pre-enrollment packet or sets up mass enrollment process.
- Holds parent orientation/enrollment meetings:

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- Completes initial 9600/certification form.
- Documents income for 75% ceiling.
- Documents need for care (e.g., transportation, student status, two parent schedules, children's school schedules, overtime and varying schedules, study time).
- Sets up certificate with parent and child care provider.
- Assesses family fees.
- Obtains necessary health information, such as child's immunization records and provides referrals if needed.
- Assess family and child's needs
- Completes the child's developmental assessment.
- Provides referrals if needed for health and social services.
- Explains all policies and procedures of program, including fraud, attendance sheet, notification of family changes, parental choice options including health and safety, TrustLine requirements and parental complaints for exempt providers.
- Completes initial Notice of Action and provides for Due Process to parents.
- Provides consumer education to parents.

PROVIDER ENROLLMENT

- Contacts provider to confirm of parent enrollment.
- Explains policies and procedures including reimbursement rate sheet, payment process, attendance sheet, the Regional Market Rate, fraud, consumer education.
- Confirms current license status of provider.
- Ensures that exempt providers meet Trustline requirements.
- Meets with exempt provider and parent and completes Health and Safety Certification, Trustline if needed, and discusses Home Safety Check, legal requirements of being exempt provider.

PAYMENT PROCESS

- Sends out attendance/invoice forms to providers.
- Collects all attendance/invoice forms from providers.
- Screens form for attendance verification of parents' contracted hours of care and signatures.
- Calculates provider payment including variations because of school changes, parent work hour changes, provider rate changes.
- Reviews invoice against parent and provider contract.
- Meets fiscal reporting timelines.
- Performs activities to prevent fraud and abuse.

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OTHER DUTIES

- Adheres to the Americans with Disabilities Act (ADA-1992), which prohibits discriminatory actions toward children and/or adults with disabilities.
- Other job related duties as assigned.

Limits of Authority

- Maintains close communication with the Alternative Payment Area Manager to recommend a course of action and to receive directives on priorities.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

KNOWLEDGE OF:

- General computer and data base programs.
- General knowledge of principles and data processing and record keeping skills.
- Thorough knowledge of general office practice, correspondence preparation, grammar, spelling and punctuation.
- Knowledge of regulations as they apply to program funding.
- Child care practices and procedures as pertaining to providing care, parenting and education.
- Eligibility and need requirements for Alternative Payment Programs.
- Data and documentation requirements for reporting purposes.
- Licensing regulations for family day care, centers and licensed exempt providers.
- Various social services available throughout the community to assist families in need.

ABILITY TO:

- Work closely with Area Manager to ensure program compliance, timelines for reporting, and fraud investigation.
- Attend and relay training from various sessions as they apply to the program.
- Establish effective communication and maintain effective working relationships with staff and community members.
- Provide leadership to staff through motivation, team building and technical support.
- Be self-motivated with strong time management skills; be concerned about self-improvement and career development.
- Be able to relate well to all people of the community regardless of ethnic, racial, religious background or social-economic level.
- Communicate clearly and concisely both verbal and written.
- Read, Speak, and Write Spanish preferred.
- Work effectively with individuals and groups.

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- Exhibit excellent organizational skills.

EDUCATION/EXPERIENCE

- Bachelors Degree in Social Services or related field; and two years experience in Social Services, Family Education or a Health related field with eligibility and case management responsibilities; (Range 18.5) **OR**
- Associates Degree in Social Services or related field; and five years experience in Social Services, Family Education or a Health related field with eligibility and case management responsibilities. (Range 17.5)

OTHER REQUIREMENTS:

- Must be able to relate with all people of the community regardless of ethnic, racial, or religious background or socio-economic level.
- Must be dedicated to the goals and philosophy of CAPMC.
- Must possess emotional maturity, stability, tactfulness, and the ability to provide professional leadership.
- Must have dependable, insured transportation and a valid California Driver's License (mileage to be reimbursed) and acceptable driving record. A DMV printout and proof of insurance will be required.
- Must complete all background clearance requirements, acknowledgement of child abuse reporting responsibility, and criminal record statement, and receive satisfactory clearance from all licensing and investigative authorities. Employment is contingent upon receiving a clearing from appropriate authorities.
- Must use reasonable precautions in the performance of one's duties and adhere to all applicable safety rules and practices; and act in such a manner as to ensure at all times maximum safety to one's self, fellow employees, clients, and children.

GENERAL PHYSICAL REQUIRMENTS

Medium work: exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

PHYSICAL ACTIVITIES

- Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion.
- Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. This factor is important if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.

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- **Stooping:** Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
- **Kneeling:** Bending legs at the knee to come to a rest on knee or knees.
- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Crawling:** Moving about on hands and knees or hands and feet.
- **Reaching:** Extending hand(s) and arm(s) in any direction.
- **Standing:** Particularly for sustained periods of time.
- **Walking:** Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
- **Pushing:** Using upper extremities to exert force in order to draw, drag, haul, or tug objects in a sustained motion.
- **Lifting:** Raising objects from a lower to a higher position or moving objects horizontally from position to position. This factor is important if it occurs to a considerable degree and requires the substantial use of the upper extremities and back muscles.
- **Fingering:** Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling.
- **Grasping:** Applying pressure to an object with the fingers and palm.
- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature, or texture by touching with skin, particularly that of fingertips.
- **Talking:** Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- **Hearing:** Perceiving the nature of sounds at normal speaking levels or without correction. Ability to receive detailed information through oral communication, and make fine discriminations in sound.
- **Repetitive Motions:** Substantial movements (motions) of the wrists, hands, and/or fingers.

VISUAL ACUITY

The worker is required to have visual acuity to determine the accuracy, neatness, thoroughness of work assigned.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the

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essential functions.

WORKING CONDITIONS

- The worker is subject to both environmental conditions: Activities occur inside and outside.
- The worker may be exposed to infectious diseases.
- This position is designated as: Non-Exempt.

APPLICATION PROCEDURES

Application forms are available at the Community Action Partnership of Madera County, 1225 Gill Ave, Madera, CA 93637, (559) 673-9173, or at www.maderacap.org. **Please submit a copy of degree with application to be considered for position.**

To build a diverse workforce, CAPMC encourages applications from individuals with disabilities, minorities, veterans, and women. EEO/AA Employer.