

Job Title	Family Intake & Engagement Specialist		
Department:	Subsidies		
Reports To:	Family Intake Coordinator		
OT Status:	Non-Exempt	Date Revised	12/2020

POSITION SUMMARY

To embrace diversity, equity, and inclusion while intentionally providing services to families that yields positive outcomes. The Family Intake Specialist position will provide individualized consultation to parents of children ages birth to five years old, based on the families need. This position determines eligibility for Dual Subsidy, Emergency Child Care Scholarship, and Family Child Care Scholarships as well as maintain a waiting list for financial resources. This position also provides referrals, resources to help meet family’s needs, parent workshops, trainings, support groups, and encourage family engagement.

ESSENTIAL DUTIES AND RESPONSIBILITIES

***Strategic Goal:** Funding and operating programs to build an affordable, comprehensive, high quality system of early childhood care, development, and learning.*

Case Management and Core Responsibilities:

- Ensure accuracy of information on application by verifying supporting documentation
- Perform family intake screening through interview process and use parent/family information provided to identify family needs
- Evaluate family needs and provide strategies and resources to help minimize barriers
- Provide strategies that will help enhance access to resources for families experiencing crisis and ways to provide stability for family members participating in the Emergency Scholarship Program
- Assist inter-program coordination, communication, and training with managers and Department of Social Services Child Subsidy, Family Services Early Head Start & Head Start, Forsyth County pre-k programs to include NC Pre-k, Title I, and Exceptional Children
- Maintains appropriate records for each child served, payment information, and total amount committed for Family Child Care Scholarships and the NC Pre-K Program
- Maintains data on each child receiving scholarship funding, fees, and payment information
- Maintains data on each early learning site contracted with the Family Child Care Scholarship and NC Pre-K Programs, including contracts
- Monitors and verifies Family Child Care Scholarship and NC Pre-K eligibility of all families as well as additional subsidy services through the county.
- Determines parent and scholarship amounts
- Prepares and provides Family Child Care Scholarship and NC Pre-K notice of approval, reimbursement, approval, and payment forms to providers
- Maintains Record Keeping and Reporting documenting, completing, and preparing weekly, monthly, quarterly, and annual reports
- Participates in program planning by using data to plan for needs in the community, program improvement, and ongoing program development

- Responsible for day-to-day management of the information and case management processes of the Family Child Care Scholarship and NC Pre-K Programs, to include problem and complaint resolution

Community Outreach & Family Engagement

- Participates in community outreach events in support of the Family Child Care Scholarship and NC Pre-K Programs, and to enhance relationships with families, providers and related programs served
- Serves on community or local initiatives as deemed necessary to subsidized childcare across the community and provides support to any community wide project

ADDITIONAL DUTIES

- Ensures continual efforts of maintaining knowledge related to programs by participating in professional development and educational opportunities as well as reading professional publications
- Perform additional program maintenance including but not limited to:
 - Case coordination
 - Staff training
 - Record keeping and reporting
 - Maintaining provider files
 - Review of childcare attendance records
 - Provide explanations and/or information to fiscal department
 - Maintain and ensure implementation of local childcare policies
 - Development of procedures and forms to ensure efficient operation of Family Child Care & Emergency Scholarships
 - Work collaboratively with colleagues and provide assistance when needed for case management and/or other areas
 - Review vouchers and Action Notices for completeness and accuracy
 - Meet with agency to provide clarity or coordinate services
 - Communicate with childcare providers regarding question and/or concerns
- Perform other duties as assigned by Supervisor

SKILLS

- Ability to work independently with minimal supervision
- Ability to effectively communicate both verbally and written
- Ability to think critically and strategically
- Possess analytical skills (monitoring reports, amendment/revision requests, etc.) and make recommendations concerning organizational activities
- Possess computer skills with competency to use a basic office computer package (predesigned spreadsheet programs, word processing, databases, etc.)
- Coordination and Planning skills to help plan for existing and future organization activities and coordinate efforts of both staff and grantees in a manner that helps the organization progress
- Interpersonal communication skills interacting one-on-one with key individuals within the organization and those related to the organization such as clients, staff, board members, and community stakeholders. Able to de-escalate emotionally charged situations

- Public-relations skills with the ability to develop and present information to the public at-large that represents the organization's goals and objectives. Can engender support for the organization's activities from the public
- Public speaking skills with the ability to stand before a large group and present information using visuals such as Power-point, overheads, and handouts
- Writing skills being able to present materials and information in written format and determine what type of writing is appropriate for a given situation (formal letter, technical writing, newsletter articles, website, etc.)

KNOWLEDGE REQUIRED

Knowledge of all State and Federal policies and requirements related to subsidized childcare applications and program compliance requirements; knowledge of all required programs, databases, forms, and related documents used to determine eligibility; broad knowledge of family support theories, techniques, and resources.

KNOWLEDGE PREFERRED

- Training and competence in Bridges Out of Poverty (<http://www.ahaprocess.com/solutions/community>)
- Touchpoints (<http://www.brazeltontouchpoints.org/>)
- Motivational Interviewing (<http://motivationalinterviewing.org/>)
- CCR&R Interview protocol or related models of professional practice that supports asset and strength-based models for supporting families to establish and obtain goals
- Family Development Credential

EDUCATIONAL AND EXPERIENTIAL REQUIREMENTS:

- *Minimum:* Associate Degree in Human Services, Social Work, Non-Profit Management, Public Administration, or related field. At least five years of experience working for non-profit organization serving at-risk children and families
- *Preferred:* Bachelor's Degree in Human Services, Social Work, Non-Profit Management, Public Administration, or related field. At least three years of experience working for non-profit organization serving at-risk children and families

PHYSICAL DEMANDS:

- Work is usually sedentary, may require long periods of standing, walking and/or bending and some light lifting. The work is mostly performed in a secure office setting.
- Able to lift and carry up to 10 pounds
- Ability to walk, bend, stoop, stretch, squat, kneel, push, pull, and sit
- Ability to travel to all centers and meeting/training locations

