



SOCIAL WORKER II – Child Care Subsidy

I. PRIMARY PURPOSE OF POSITION

This social work position provides all functions for child care services, and the complete range of employment services in support of the Work First Family Assistance Program. This position is also the primary intake social worker for Crisis Intervention and EA daily. This position is in rotation for back up social work intake which is assigned on a rotating basis among all social work positions.

II.A. DUTIES AND RESPONSIBILITIES

1. Conducts the initial interview and assessment of all clients applying for Child Care Subsidy.
2. Gathers data needed to determine eligibility and need for child care subsidy. Conducts reviews and redeterminations according to policy to determine if clients continue to be eligible for child care subsidy. Maintains a file containing all required and pertinent information on each client.
3. Provides information to clients in order to assist them with choosing a provider.
4. Maintains communication with child care providers to educate on policies and procedures; receives invoices from providers for child care services, and processes them for submission to administrative assistant for payment.
5. Must accurately enter information into the NCFAST system concerning clients. Basic data information is entered for, clients, as well as parent fee and plan of care information for each client's services.
6. Manage the Child Care Subsidy allocation and expenditures. Maintain child care subsidy waiting list as needed.
7. Conducts and assists with the initial orientation and assessment of all Work First Family Assistance recipients referred for program participation.
8. Screens potential applicants for diversion assistance.
9. Gathers data for individual assessment, to include:
 - a. supportive services that might be needed
 - b. education proficiencies, skill deficiencies, and prior employment history
 - c. family circumstances
 - d. job readiness and personal skills
10. To develop a plan for self-sufficiency for each participant, and monitor the continuation of that plan.
 - a. To interpret and implement employment services policy as it relates to individual client situations.
 - b. To assist the client in accessing all other community resources that may be appropriate.
 - c. Enter basic client/family information in NCFAST, develop an MRA-B for each client/family and enter it into NCFAST as well as entering client participation hours and evidence into NCFAST, in compliance with policy
 - d. Prepare reports under the direction of the Social Work Supervisor III concerning case management and expenditures made in the Work First Employment Services Program.
 - e. Act as a liaison and contact with community businesses and community agencies, both public and non-profit.
 - f. Provide follow-up services after Work First Family Assistance termination to ensure that employment is maintained.
11. Interviews and conducts assessments for clients applying for TANF-EA; determines eligibility; reviews EA files completed by social work staff; maintains log and manages the funds for the program.
12. Screen applicants for family violence issues and assure that clients are aware of WFFA policies and resources available regarding family violence.



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II.B. MAJOR ACTIVITIES OF POSITION & RESPONSIBILITIES

- I. Assessment and Orientation for Child Care Services- Conducts interview and assessment for Child Care Subsidy services applicants to determine eligibility and parent fees. Conducts periodic reviews and redeterminations according to policy.

The assessments and reviews include:

1. Gathering income information, household composition information, determining the need for child care i.e. employment, education, CPS/CWS, in order to determine eligibility and parent fee. Reviewing this information annually to determine continued eligibility.
2. Providing families with information about available child care resources; helping them to understand their child care options; and assisting with the selection of a child care provider.
3. The child care coordinator issues vouchers for the provider of the parent's choice.
4. Maintaining a file on each family with all required forms and documentation for the life of the case, as well as creating and maintaining the case in NCFAS.
5. Maintaining the Expenditure Spreadsheet

- II. Assessment & Orientation - Conducts and/or assists with the initial orientation and assessments of WFFA recipients referred for program participation. Assessment continues as long as client is participating in the Work First Employment Services program.

Orientation includes:

1. A thorough explanation of the participants' rights and responsibilities, including consequences for failure to participate without good cause.
2. An explanation of supportive services available to the participant, and how to request those services.
3. An explanation of the local labor market conditions, etc.

Data collection - begins with personal interview. Analyze data to identify strengths and barriers to employment.

Case Management

Maintain case files and documentation for each participant. Maintain effective communication. Maintain client record and participation in NCFAS

Assessment and orientation

Screening and Intake

Close coordination with Income Maintenance Caseworkers regarding Work First Cash Assistance cases

Close coordination and collaboration with Child Welfare Services staff as per Multiple Response System and Work First Family Assistance policies.

Other Duties - This position will be assigned Intake duty on a rotating basis with other social work staff. This duty will include taking and processing Emergency Assistance applications, Child Protective Services reports, Adult Protective Services reports, and will screen and refer any other requests for social work services from our agency. This position will also be required to be on call duty after hours and weekends, approximately one week out of ten. Training will be provided before on-call duty is assigned.

III. OTHER WORK CHARACTERISTICS



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- A. Position is assigned to the Services Unit within the Department of Social Services. Unit is housed in a new building, where working conditions are very good. There are no unpleasant or hazardous conditions within this particular building.
- B. Telephones, fax machine, copiers, beeper, cell phone, calculator, dictating equipment, manuals, PC and books are used in the work.
- C. Program policy and guidelines must be interpreted accurately in order that services can be appropriately and efficiently provided.
- D. Minimal physical effort is required, but a high level of energy is needed to carry out the duties of this particular job.
- E. Close visual attention and alertness are needed for observation of behaviors, body language and for reading and comprehending policy and manual materials.
- F. Intense mental concentration is required during client contact, resource contact, and case planning. Recall memory is important in this position.
- G. Confidentiality is a requirement in this position.
- H. Regular work hours are from 8:00 a.m. to 5:00 p.m. with a one hour lunch break.
- I. Position drives on the job daily and transports clients.

IV. KNOWLEDGE, SKILLS, ABILITIES, EDUCATION AND EXPERIENCE REQUIREMENTS

- A. The following knowledge, skills and abilities are necessary to perform the duties of this position.

Worker in this position must possess effective communication skills. Position works both in and out of the Social Services offices. Must be willing to work overtime when required. Flexibility in work habits and in relationship with others is essential. This position must be able to work independently and use good judgement. Must also attend occasional policy and training meetings, which may require over-night travel.

Worker in this position must have considerable knowledge and training in policy and procedures as mandated in the Child Care Subsidy program and the Work First Family Assistance program; must have knowledge, understanding of the characteristics of disadvantaged socio-economic groups, must have knowledge of case management processes, which include goal-setting and service-planning, must be knowledgeable of assessment methods, must be knowledgeable of community resources available to clients, must be able to interpret rules and regulations accurately, must have thorough knowledge of human services.

Must have the ability to communicate well with others, express ideas clearly and concisely, both orally and in writing. Must be skilled in listening with understanding and developing and maintaining a helping relationship, must have problem-solving skills. Must have ability to plan and organize independently as well as work cooperatively with others. Must have skills in assessment and evaluation. Must be good at record-keeping, completing forms, etc.

Must be able to gather and process financial information to determine eligibility. Must be well organized and able to prioritize tasks to meet deadlines. Must be able to maintain accurate records on several funding sources.



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B. Minimum Training and Experience Requirements:

Bachelor's degree in social work from an appropriately accredited institution; bachelor's degree in a human services field from an appropriately accredited institution and one year of directly related experience; bachelor's degree from an appropriately accredited institution and two years directly related experience; or an equivalent combination of education and experience.

C. Other Requirements for the Position

A valid North Carolina driver's license is required, and the worker in this position must have access, on a daily basis, to a vehicle.

Worker must have a telephone and answering machine at home and be able to be reached at all times.

Position may occasionally be asked to work in other areas of the agency in order to accomplish agency goals and program requirements.

Worker will perform other duties as assigned by the County Manager or his designees during a State of Emergency or other disasters.