

## **The Resource Connection Job Description**

**Job Title:** Subsidy Coordinator  
**Program:** Resource and Referral  
**Reports To:** Subsidy Supervisor  
**Status:** Non-Exempt  
**Prepared By:**  
**Prepared Date:** Revised 9/14/09

### **SUMMARY**

Under the supervision of the Subsidy Supervisor or Program Manager, the Subsidy Coordinator is responsible for the day-to-day case management and operation of the subsidy program in accordance with the goals and objectives, state/federal requirements and policies of the Resource Connection

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*Essential duties and responsibilities include the following. Other duties may be assigned.*

#### *Client Services:*

- Identify potential clients on the Centralized Eligibility List (CEL) and conduct intake to determine eligibility.
- Works collaboratively with the Department of Social Services and enrolls clients referred by the CalWORKs department or those eligible for Stage 2 and 3 child care .
- Enrolls eligible clients in appropriate subsidy program.
- Determines and certifies families needs.
- Counsel parents on child care options and how to utilize the subsidy program, including TrustLine and Exempt care options.
- Work with Resource &Referral Counselors to help parents needing child care referrals.
- Provide information to families regarding community resources.
- Work with other community organizations, social workers, health care professionals, and employers.

#### Maintain client case files:

- Maintains accurate and timely client files in accordance with agency/state policies and procedures.
- Meet programmatic compliance deadlines, and implement policy changes, as necessary.
- Timely and accurate completion of all assigned re-certifications, terminations, Notices of Actions, and other assigned duties.
- Documents parent communications.

- Accurately perform computer input into database, typing and filing for all client files.
- Provide accurate information/certificates to ensure correct provider payments.

Process monthly claims, family fees, reports, and projections

- Process monthly claim sheets
- Calculate and bill family fees in advance of service.
- Provide accurate and timely projections of child care costs.
- Prepare accurate and timely reports.

Works with child care providers

- Conducts initial orientations with new providers to initiate them to the requirements of the program; trains new providers regarding procedures, resources and support materials. Maintains a good rapport with the child care community.
- Contract with providers for services.
- Determine rates with providers in line with Regional Market Rates and parent's documented need.
- Networks with the Resource and Referral staff to provide optimum support services; works as a team with other R&R staff to provide quality services to the community.

General Support

- Assists in planning and continued improvement of subsidy policies and procedures when appropriate.
- Attends trainings, meetings and workshops in and out of the area. Within accepted procedures, applies knowledge and training from meetings and workshops.
- Collects data, prepares and files reports as required.
- Participates in special events as needed.
- Keeps current on subsidy contracts, federal regulations, agency policy and procedures.

## **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, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Ability to learn quickly, demonstrates mature judgment; set goals; accept challenges, work effectively with a team
- Think critically and problem solve.
- Ability to apply common sense and understanding to carry out either written or oral instructions.
- Ability to gather and analyze data and present the material in a report; write memos and reports clearly and concisely.
- Possess excellent written and oral communication skills.
- Proficient with computers; knowledge of email, Internet and word processing functions.

- Proficient with a variety of office equipment such as FAX, 10-key calculator and copier.
- Good math skills; adding, subtracting, multiplying, dividing, using percentages.
- Record keeping and/or bookkeeping skills; must be detail oriented.
- Files; maintains family files; updates files per CCR policies and procedures.
- Ability to read and understand a variety of materials such as work procedures, letters, memos and reports.
- Must enjoy children and relate to them and their families in a non-judgmental way.
- Meet deadlines and work under tight schedules with minimal supervision.
- Work cooperatively with staff, clients, and community members from low income and diverse backgrounds.
- Portray a positive and professional attitude.
- Maintain confidentiality.
- React with flexibility and sensitivity to changing situations and needs.
- Work irregular hours, attend night meetings and travel as agency business requires.
- Knowledge of community resources.

#### **EDUCATION and/or EXPERIENCE**

- Graduation from high school or equivalent required.
- College coursework and/or AA degree ECE, Human Services, or related field preferred.
- At least two years experience working with families and/or the community required.

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Must have a valid California Drivers License.
- Proof of current automobile insurance coverage at State minimum.
- Ability to meet criteria for Insurance Guidelines for drivers.
- Ability to pass a Criminal Records clearance.

#### **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Lift and carry objects of up to 30 pounds.
- Remain in a seated position for up to eight hours operating computer equipment and move about office to perform duties.
- Climb stairs, move resource materials in and out of vehicle.

## **WORK ENVIRONMENT**

*The work environment characteristics 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 essential functions.*

Medium size business office. Standard height countertop and desks. Storage shelving from ground level to ten feet. Varied office equipment (computer, phone, FAX, copier, etc.) Local and out of area travel, year-round under all weather conditions.