



JOB DESCRIPTION

CHILD CARE SERVICES SUPERVISOR **(Parent Services)**

Under the supervision of the Child Care Services Coordinator, the Child Care Services Supervisor (Parent Services) shall be responsible to:

1. Train, supervise, and evaluate the performance of the assigned parent services specialists and subsidized unit clerk.
2. Review case files (physical and electronic) to ensure compliance with Funding Terms and Conditions, Title V Regulations and Child Care Program Department (CCPD) Procedural Manual.
3. Monitor and document enrollments, transfers, and terminations.
4. Make direct case load assignments.
5. Monitor re-certifications. Process and assign transfers between programs. Generate monthly reports and track completion.
6. Provide technical assistance with caseload management database system.
7. Monitor data base alerts and review random data entry performed by staff.
8. Ensure specialists monitor the families' use of child care including temporary leaves of absences and/or failure to submit attendance sheet.
9. Conduct unit weekly meetings with specialists to review unit activity, review new up-dated regulations and procedures, conduct monthly safety topic, provide case supervision, track caseloads, and provide general support.
10. Conduct a minimum of three (3) case audit reviews of parent files per worker and report the findings on a monthly basis to the child care services coordinator.
11. Visit each out-station at least once per week where applicable. Participate in necessary planning meetings.
12. Handle family or provider grievances as needed.
13. Communicate with the Provider Services Unit to resolve overpayment, family fee and attendance sheet issues.

Child Care Services Supervisor (Parent Services) (continued)

14. Issue overpayment letters to parents and hold clarification appointments with parents.
15. Conduct staff performance evaluations and prepare disciplinary documentation in a timely manner.
16. Perform other duties as assigned.

EMPLOYMENT STANDARDS

Required Education and Experience:

- Minimum of an associate degree in sociology, behavioral science, psychology, human service, public administration, child development, or related field.
- Minimum of three (3) years' paid work experience in a social service administrative position, which included program planning, organizing and caseload management. Experience must also include a minimum of one (1) year of staff training and supervision or lead position.

Preferred Criteria: Bilingual English/Spanish skills.

Knowledge and Abilities: Ability to effectively read, write, and speak English. Knowledge of social service functions and activities. Working knowledge of relevant public and private community agencies. Ability to maintain records. Ability to exercise sound judgment and initiative. Ability to effectively coordinate and monitor the work of others. Ability to effectively train, supervise, and evaluate the performance of specialists. Ability to maintain strict confidentiality and be sensitive to different cultural beliefs and practices. Ability to monitor, analyze, and evaluate program system or procedure design and make suggestions for appropriate changes.

Physical Abilities: Ability to effectively use hands and fingers in the use of computer keyboard and other office machines and for completing required regular paperwork. Ability to clearly see detailed documents and reports.

License or Other Requirements: Must have access to a dependable auto with minimum legally required insurance coverage, and possess a current valid California driver's license. Must submit to a pre-employment agency-paid physical examination. Employment is conditional pending satisfactory results of physical examination.