

**Infant/Child Enrichment Services,  
Inc.**

Equal Opportunity Employer

**Job Description**

**Job Title:** Case Manager  
**Reports to:** AP Program Manager  
**FLSA Status:** Non-exempt  
**Hours:** 32 - 40 hours per week                      Salary Range: \$18.46 - \$23.56

**Summary:** The Alternative Payment Program reimburses child care payments to child care program/providers for parents who qualify for child care payment assistance. This position manages a caseload of families who receive subsidized child care assistance.

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

1. Meet with families to determine eligibility for subsidy; perform updates, adjustments and re-certifications as needed/required.
2. Maintain ongoing oversight of caseload.
3. Communicate respectfully with families and providers.
4. Accurately record and evaluate personal and financial data obtained from applicant or recipient to determine initial or continuing eligibility, income and parent fees according to State and agency guidelines.
5. Interpret and explain rules and regulations governing eligibility and legal rights to applicant or recipient, maintaining compassionate yet professional demeanor.
6. Issue certificates for child care services that are clear and comply with regulations.
7. Process attendance sheets – reviewing for accuracy and compliance with child care certificates and schedules.
8. Ensure accuracy of payments in timely manner.
9. Prepare and keep records of assigned cases.
10. Keep neat, clear, and concise files which include documentation of parent communication through case notes.
11. Maintain accurate computer database.
12. Keep abreast of current regulations pertaining to subsidy program (which can include basic state child care licensing regulations).
13. Collaborate and communicate with Resource & Referral staff to ensure exchange of essential information and in order to provide child care referrals.
14. Identifies need for social services and makes referrals to various agencies and community resources available.

15. Work with other community staff, such as CalWORKS staff and employers.
16. Keeps abreast of projections and works with the fiscal department to manage the enrollment of families to maximum the state contracts.
17. Prepare regular and special reports as required, and submit individual recommendations for consideration by supervisor.
18. Other duties may be assigned.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical – synthesizes complex or diverse information; collects and researches data.
- Problem Solving – identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Technical Skills – assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- Customer Service – manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Interpersonal Skills – focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control.
- Oral Communication – speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- Written Communication – presents numerical data effectively; able to read and interpret written information.
- Diversity – shows respect and sensitivity for cultural differences.
- Ethics – treats people with respect; keeps commitments; works with integrity and ethically; upholds organizational values.
- Organizational Support – follows policies and procedures; completes administrative tasks correctly and on time; supports organization’s goals and values.
- Judgment – displays willingness to make decisions; exhibits sound and accurate judgment.
- Planning/Organizing – prioritizes and plans work activities; uses time efficiently.
- Professionalism – approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration, regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Quality – demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

- Adaptability – adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

**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.

**Education and/or Experience:** AA/AS Degree preferred and one full year related experience; may substitute additional years of experience for some education.

**Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organizations; ability to speak Spanish helpful.

**Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent.

**Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:** To perform this job successfully, an individual should be competent in computer use, including Word, Excel, e-mail and internet applications.

**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.

- While performing the duties of this job, the employee is regularly required to talk or hear.
- The employee must frequently lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision.

**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 essential functions.

The noise level in the work environment is usually moderate.