

Job Class Code: 6172	FLSA Status: Non-exempt
Pay Basis: Annual	EEO Category: 2

GENERAL DESCRIPTION

The purpose of this job classification (class) is to provide child-centered, family focused services to income eligible families that support family goals of economic self-sufficiency and child development by providing for the supervision and well-being of the child while the parent is participating in an approved activity. The job class assists with the supervision of assigned personnel, audits cases, and assists with case management. This job class works within a general outline of work to be performed; develops work methods and sequences under general supervision.

TYPICAL TASKS	
<ul style="list-style-type: none"> • Audits cases of junior staff for accuracy and completeness; assists junior staff with program eligibility for difficult or complicated cases. • Provides guidance to staff, including training, providing feedback, mentoring, counseling, and providing policy clarification. • Assists supervisor with case assignment, quality control, and case management. • Maintains, tracks and analyzes case and program trends; provides periodic and special reports as needed. • Conducts child care provider visits that build rapport; serves as a policy implementation liaison and connects community resources to improve quality of care and strengthen business practices which promotes the healthy social-emotional, cognitive, and physical development of children. • Interacts and coordinates with other community organizations and departments to provide services or resources for families. • Educates families about the availability of child care providers, the importance of high quality child care indicators, and methods to monitor their child/children's care • Assists families in using available tools and data sources to access child care vendor's inspection reports and develop methods for addressing care and communication issues with child care vendors. • Represents the unit, agency, and City on related work groups throughout the City, region and state. • Performs routine office tasks such as typing correspondence, data entry, filing, faxing, telephoning, and photocopying. • Performs other related duties as assigned. 	

GENERAL STANDARDS	
Data Involvement	Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.
Interpersonal/People Involvement	Persuades or influences others in favor of a service, point of view, or course action; may enforce laws, rules, regulations, or ordinances.
Reasoning Requirements	Performs work involving the application of logical principles and thinking to solve practical problems within or applying to a unit or division of the organization.
Mathematical Requirements	Performs addition and subtraction, multiplication and division, and/or calculates ratios, rates and percentages; may use descriptive statistics.
Language Requirements	Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports, training and other written materials using proper language, punctuation, grammar, and style; and may present training programs.

Mental Requirements	Performs specialized technical or entry level professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; applies technical or professional principles and practices and uses a wide range of administrative methods in the solution of problems. Uses judgement based decisions, focusing on child-centered philosophy.
Decisions/Supervisory Control	Directs actions of others, making decisions almost constantly, affecting coworkers, clients and others in the general public.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires any combination of education and experience equivalent to a bachelor's degree in early childhood development, business, psychology, sociology, accounting, or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this job class requires a minimum of two years of related, full-time equivalent experience.
Special Certifications and Licenses	Requires a valid driver's license and a driving record that is in compliance with City Driving Standards.
Special Requirement(s)	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential functions for a given position in a classification.