



**Orange County Department of Education
Human Resources Department
Classified Management Class Specification**

Coordinator, Family Support Services

Class Code: 1594

Work Days: 225

GENERAL PURPOSE

Develop, implement, and manage the Orange County Department of Education's Family Support Services (FSS) Alternative Payment (AP) and CalWORKs programs and activities; provide technical assistance, advisory planning, and consultant services; serve as a liaison with state departments; the Orange County Department of Education (OCDE) staff, and community agencies; and provide assistance to higher level management staff.

SUPERVISION RECEIVED AND EXERCISED

1. Receives general supervision from higher-level management staff.
2. Exercises direct supervision over managerial, professional, technical, and clerical staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Recommend and assist in the implementation of FSS goals, objectives, and strategic plan; establish schedules and methods for providing specialized services; and implement policies and procedures.
 2. Coordinate and manage FSS enrollment and ongoing eligibility determination of families for child care services; oversee the collection and proper accounting of state fees owed by families; ensure accurate reporting of attendance hours; and ensure punctual submission of monthly and other reports.
 3. Coordinate and manage FSS provider and payment services, answering questions and interacting with childcare providers, Child Care Provider Union representatives, and co-workers to provide required and requested data in a timely, accurate manner.
 4. Coordinate and manage public relations and program publicity activities, including communication and meetings with parents and community members; counsel individual parents/child care providers and resolve problems as necessary.
 5. Assist with the development and monitoring of the FSS budget; forecast and identify any efficiencies.
 6. Oversee the development of brochures, newsletters, social media content, and other materials.
 7. Select, train, plan the work of, supervise, and evaluate staff; provide coaching to employees; collaborate on goal development; set clear expectations; provide constructive feedback; assist in improvement as needed; and check in regularly for understanding.
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8. Develop and implement long-term plans for the expansion and improvement of FSS.
 9. Maintain records pertaining to program services and compile reports and statistical information needed for evaluation of program effectiveness and strategic planning.
 10. Respond to difficult questions, inquiries, and complaints from parents, childcare providers, staff, and officials from other school districts, government agencies, and community representatives.
 11. Attend local and non-local conferences, trainings, and division meetings and serve as an OCDE representative as necessary.
 12. Demonstrate attendance sufficient to complete the duties of the position as required.
 13. Perform related duties similar to the above in scope and function as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Operations, services, and activities of child care services programs and procedures.
2. Title V regulations and guidelines for determining children's eligibility for services.
3. Principles of effective supervision, leadership, training, coaching and performance evaluation.
4. Procedures, methods, and techniques of project and workflow management and organization.
5. Basic procedures, methods, and techniques for budget control.
6. Recent developments, current literature, and information sources related to the management of childcare services.
7. California Education Code, California Administrative Code, and the policies, rules, and regulations of the Orange County Department of Education.

Ability and Skill to:

1. Select, train, lead, coach, direct the work of, supervise, and evaluate professional and technical employees; effectively delegate authority and responsibility.
2. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
3. Effectively adapt and adjust program services to meet changing priorities and customer-specific needs.
4. Establish and maintain effective working relationships with various constituencies.
5. Understand, interpret, and explain laws, codes, contracts, policies, and procedures.
6. Develop and present training materials.
7. Prepare clear and concise correspondence, reports, and other written materials.
8. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
9. Communicate clearly and concisely, both orally and in writing, in English; present information effectively in front of both large and small groups.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is a bachelor's degree in early childhood development programs or a related field; three (3) years of managerial or administrative experience in early childhood development programs, including state-funded centers and alternative payment programs; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class.

Physical Demands

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification must be able to travel countywide to a variety of sites within a reasonable time frame, read written and electronic materials, and communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); perform deskwork for extended periods, and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces and may move items weighing up to 25 pounds.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Employee typically works in an office environment that is fast-paced with high pressure.