



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

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**Family Services Specialist**

**Class Code: 1212**

**Work Days: 225**

**GENERAL PURPOSE**

Supervise the day-to-day operations of the Family Services Department, responsible for enrollment, eligibility, provider payments, and provider contracts of families served by the Alternative Payment Program (APP), and provide assistance to higher level management staff.

**SUPERVISION RECEIVED AND EXERCISED**

1. Receives direction from higher level management staff.
2. Exercises direct supervision over 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 goals, objectives, and strategic plan; establish schedules and methods for providing specialized services; and implement policies and procedures.
  2. Coordinate and facilitate the day-to-day operations of the Family Services Unit, Provider Services Unit, and/or the Payment Services Unit.
  3. Oversee recruitment of children and families to be enrolled in the APP.
  4. Audit and monitor all intake and recertification forms for completeness, timeliness, and accuracy as required by the California Department of Social Services Funding Terms and Conditions, Family Support Services Program policies and procedures, and federal, state, and local rules and regulations.
  5. Maintain cooperative and professional working relationships with staff, families, and providers.
  6. 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.
  7. Assist in the development and preparation of program/training materials and in providing staff development/training.
  8. Review new contracts negotiated with providers in accordance with Orange County Department of Education (OCDE) policies and California Department of Social Services Terms and Conditions.
  9. Act as a resource for provider, payment, and family services; answer questions and interact with parents and providers, as well as OCDE staff and co-workers, to provide complete and accurate data and information regarding the program.
  10. Monitor, organize, and process data for childcare providers and provider payments.
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11. Develop database and spreadsheet applications; complete required reports; and verify for accuracy and completeness.
  12. Assist in the efficient internal operation of program administration, including fiscal management.
  13. Maintain records pertaining to programs and activities; compile reports and statistical information.
  14. Attend and participate in professional group meetings. Collaborate with other county agencies such as the Children's Home Society, Social Services Agency, Health Care Agency, etc.
  15. Stay abreast of new trends and interact with other agencies in the APP child development field.
  16. Demonstrate attendance sufficient to complete the duties of the position as required.
  17. Perform related duties similar to the above in scope and impact as required.

### **QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)**

#### **Knowledge of:**

1. California Department of Social Services Funding Terms and Conditions for state-funded programs.
2. Principles of effective supervision, leadership, training, coaching, and performance evaluation.
3. Community resources and their relationship to program needs.
4. Alternative Payment Program funding.
5. CalWORKs funding.
6. General office procedures and protocols.
7. Procedures, methods, and techniques of project and workflow management and organization.
8. Pertinent federal, state, and local laws, codes, and regulations.

#### **Ability and Skill to:**

1. Understand and interpret pertinent state and federal regulations and policies.
2. Oversee the effective maintenance of family and provider records.
3. Assist in efficient internal operation of program administration, including fiscal management.
4. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
5. Interpret and explain alternative payment policies and procedures.
6. Develop and present training materials.
7. Conduct effective interviews with parents and providers.
8. Select, supervise, train, organize, coach, and evaluate the work of management, supervisory, technical, and clerical personnel.
9. Establish and maintain effective working relationships with various constituencies.
10. Interpret and explain laws, codes, contracts, policies, and procedures.
11. Prepare clear and concise correspondence, reports, and other written materials.

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12. Communicate clearly and concisely, both orally and in writing, in English; and 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 child development, human services, social work, or a related field, two (2) years of experience in a state-subsidized child development program, and two (2) years of experience in an accounting or fiscal environment; 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 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 variably paced with moderate to high pressure.