

Job Description: Case Manager
Focus: Subsidy
Department: Supporting Early Education and Development (SEED) Department
Last Revised: 5/19

Definition

Case Manager will assist families with subsidy application, establish initial eligibility for programs, will enroll families onto the program, assist in the selection of child care and provide on-going case management.

Distinguishing Characteristics

Detail oriented and able to implement eligibility criteria changes timely and accurately.

Supervision Exercised

None.

Duties

- Achieve an understanding of agency mission, strategic focus areas and overall goals and objectives. Contribute to the success of these areas.
- Read, understand, and apply all agency and department policy and procedures set forth in both the Agency Handbook and CCR&R Program Manual.
- Accept and return phone calls from families requesting child care services provide program guidelines, application process and determine initial eligibility for programs.
- Enroll eligible families by obtaining necessary documentation and informing parents of their rights and responsibilities.
- Provide continuing case management service - obtaining updates on employment, training and income; re-certifying families as required by program guidelines; and making referrals to additional community resources as needed.
- Process termination of coverage for families no longer eligible for services, including notification of providers.
- Collect and maintain statistics necessary for program compliance, enrollment options and reports.
- Assist parents with complaints about program and/or child care services, mediate as needed, and advise of proper procedure for resolution of grievances.
- Assist with Child Care Resource and Referral process as needed.
- Perform travel related duties as needed to ensure adequate administration of the program.
- Performs other tasks as assigned.

Entry Level Qualifications

Knowledge of

- Computer applications
- Work/Family issues
- Early Childhood and Child Care
- Community Resources
- Basic Case Management

Ability to

- Adapt Welfare regulation changes timely and accurately
 - Address the needs and concerns of parents by empathizing appropriately and making referrals as needed
 - Be flexible
 - Work with the public using appropriate customer service skills
-
-

Special Requirements

- Bachelor degree in related field or equivalent experience in social work and/or early childhood education
- Able to work with clients in crisis situations
- Bilingual (English/Spanish) preferred.
- Must have reliable transportation to and from work,
- Must possess a valid Nevada Driver's License and proof of insurance if utilizing a personal vehicle for company business
- Be physically capable of performing all job duties. This may include lifting up to 40 lbs. Requires repetitive key stroking; computer work; standing, sitting, and walking
- Work requires some weekend and evening hours.
- Requires some travel to Offices outside of the Reno Sparks area and may include training within and outside of the state.

License or Certificate

- Able to pass complete background check.

Benefits

- Eligible to receive Cabinet benefits for full-time staff
-
-

The Children's Cabinet is an equal opportunity employer and encourages persons to apply regardless of their race, sex, sexual orientation, gender identity, color, religion, veteran status, national origin, age, handicap, disability, familial status, political affiliation or beliefs.

It is the policy of the Children's Cabinet, Inc. that all employees are employed at will of both the employee and the Children's Cabinet.