

**Position:** Client Services Specialist

**Job Status:** Grade 9, Step depending on experience and qualification

## **I. General Responsibilities:**

It is the responsibility of all EOAC employees to support EOAC's mission and goals, to respect the confidentiality of all who come to us for information or assistance, and to personally maintain the dignity and integrity of one who is placed in a position of public trust. We all bear the responsibility of improving the organization, communicating openly and empowering each other to excel at our work.

## **II. Minimum Qualifications:**

- Bachelor's Degree from accredited four-year college or university with major work in social work, child development, early childhood education, psychology, educational psychology, elementary education, or home economics with emphasis in child development.
- One year of full-time case work in a state or federal agency or other social service agency which includes managing a daily case load;  
OR
- An Associate Degree from an accredited community college with two years of full-time case work experience in a federal agency, or non-profit social service agency which includes managing a daily case load.
- Graduation from an accredited high school, plus four years of full-time case work experience in a state or federal agency, or non-profit social service agency which includes managing a daily case load.
- Applicants must have excellent computer skills, and the ability to operate standard office equipment. All applicants must be able to work in a high pressure environment which includes weekly deadlines and have the ability to quickly become proficient in CCS program software which includes Workflow 2 and The Workforce Information System of Texas (TWIST).
- Must have the ability to maintain parent confidentiality.
- Must pass a Criminal History check

**III. Specific Responsibilities:**

1. Follow eligibility guidelines and program policies and procedures
2. Explain program policies to parents
3. Assess the needs of the parents and children
4. Determine, document, and verify the eligibility of the parents
5. Work with CPS and Workforce Programs
6. Possible weekly travel to Hill County on Tuesday afternoons
7. Maintain good working relationships with parents, providers, and co-workers
8. Ability to work with income eligible parents
9. Assess parent share of cost as required including cost for parent if a provider charges the difference between CCS max rate and provider's published rate
10. Resource and referral to child care including:
  - a. Providing Parents with information helping them make an informed choice of child care provider
  - b. Referring parents to child care provider of their choice
11. Terminate parents' eligibility for child care services as required
12. Make changes to case when parent calls in changes, and document in Workflow 2
13. Ability to explain relative care procedure to parents
14. Maintain the tracking system for termination of child care
15. Use Workflow 2 program to alert staff/providers 15-30 days before termination of day care to contact case worker and determine the intent of parent with regards to employment status
16. Attend workshops/conferences as related to his/her particular job duties
17. Other duties as assigned

**Immediate Supervisor:**      **Client Services Manager**

**Date of Approval** \_\_\_\_\_