



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

Child Care Services Analyst

**Class Code: 1469
Work Days: 225**

GENERAL PURPOSE

Conduct appeal hearings for the families served in the Alternative Payment Program (APP); conduct audits of case files; lead or participate in special projects and/or working groups; and provide assistance to higher level management staff. Subsidized child care services for low income families are provided via contracts established between Orange County Department of Education Child Development Services and child care providers including center, family day care homes, school districts, and license exempt providers.

SUPERVISION RECEIVED AND EXERCISED

1. Receives direction from higher level management staff.
2. May exercise direct supervision over clerical staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work 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; implement policies and procedures.
 2. Act as Hearing Officer for the Alternative Payment Program (APP). Conduct local hearings for parents who do not agree with an action taken by the APP; provide an explanation of action, listen to parents concerns, and make a decision.
 3. Conduct random audits of family and provider case files for completeness, timeliness, and accuracy as required by California Department of Education Funding Terms and Conditions, Child Development Services Program Policies and Procedures, and federal, state, and local rules and regulations.
 4. Provide staff assistance to higher level management staff on a variety of projects: research issues; compile and analyze data; develop reports; make recommendations on policies and procedures; and respond to requests for information.
 5. Maintain cooperative and professional working relationships with staff, families, and providers.
-

ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

6. Participate in maintaining complete and accurate reports.
7. Assist in efficient internal operation of program administration.
8. Attend and participate in professional group meetings.
9. Stay abreast of new trends and interact with other agencies in the APP child development field.
10. Demonstrate attendance sufficient to complete the duties of the position as required.
11. Perform related duties similar to the above in scope and impact as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. California Department of Education Funding Terms and Conditions for state funded programs.
2. Standard policies and procedures as related to office environment.
3. Federal and state laws and regulations relating to child care programs.
4. Community resources and their relationship to program needs.
5. Alternative Payment Program funding.
6. CalWORKs funding.

Ability and Skill to:

1. Understand and interpret pertinent state and federal regulations and policies.
2. Assist in efficient internal operation of program administration, including fiscal management.
3. Oversee the effective maintenance of family and provider records.
4. Interpret and explain alternative payment policies and procedures.
5. Conduct effective interviews with parents and providers.
6. Prepare clear and concise correspondence, reports, and other written materials.
7. Communicate clearly and concisely, both orally and in writing, in English; present information effectively in front of both large and small groups.
8. Establish and maintain effective working relationships with various constituencies.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is a Bachelor's degree from an accredited college or university with major course work in child development, human services, social work, or a related field and two years of experience in a state-subsidized child development program.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and carry up to 25 pounds; and lift from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces.

Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable time frame; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

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 the essential functions.

Employee typically works in an office environment that is variably paced with moderate pressure.

Revised 3/2017