



**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 team responsible for the enrollment, eligibility, and provider contracts of all 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 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. Coordinate and facilitate the day to day operations of the Family Services Team.
  3. Oversee recruitment of children and families to be enrolled in the APP.
  4. Select, train, advise, supervise, evaluate, and assist staff in all operations relating to providers and provider payments. Work with employees to correct deficiencies.
  5. Provide coaching to employees; collaborate on goal development, set clear expectations, provide constructive feedback, and check in regularly for understanding.
  6. Plan, prioritize, assign, supervise, and review the work of staff responsible for providing family support services; prepare work schedules for appropriate staff.
  7. Monitor all intake and recertification forms for completeness, timeliness, and accuracy as required by California Department of Education Funding Terms and Conditions, Family Support Services Program Policies and Procedures, and federal, state, and local rules and regulations.
  8. Maintain cooperative and professional working relationships with staff, families, and providers.
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## **ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)**

9. Review new contracts negotiated with providers in accordance with OCDE policies and California Department of Education Funding Terms and Conditions.
10. Assist in efficient internal operation of program administration, including fiscal management.
11. Attend and participate in professional group meetings. Collaborate with other county agencies such as Children's Home Society, Social Services Agency, Health Care Agency, etc.
12. Stay abreast of new trends and interact with other agencies in the APP child development field.
13. Demonstrate attendance sufficient to complete the duties of the position as required.
14. 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. 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. 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. Conduct effective interviews with parents and providers.
7. Select, supervise, train, organize, coach, and evaluate the work of management, supervisory, technical, and clerical personnel.
8. Establish and maintain effective working relationships with various constituencies.
9. Interpret and explain laws, codes, contracts, policies, and procedures.
10. Prepare clear and concise correspondence, reports, and other written materials.
11. Communicate clearly and concisely, both orally and in writing, in English; present information effectively in front of both large and small groups.

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### **Education, Training and Experience:**

A typical way of obtaining the knowledge, skills, and abilities outlined above is Bachelor's degree from an accredited college or university with major course work 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.

### **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 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 to high pressure.

5/01, 4/04, 2/05, 7/16, 7/17