



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

Program Specialist, Family Support Services

**Class Code: 1520
Work Days: 225**

GENERAL PURPOSE

Support the day-to-day management and operations of the Orange County Department of Education's Family Support Services Alternative Payment Program; 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 professional, 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; implement policies and procedures.
 2. Coordinate and manage the enrollment and on-going eligibility determination of families for child care services; oversee the collection and proper accounting of parent fees; correct reporting of attendance hours; and ensure punctual submission of monthly and other reports.
 3. Coordinate and manage public relations and program publicity activities including communication and meetings with parents and community members; counsel individual parents and resolve problems as necessary; plan parent workshops and other activities.
 4. Develop and monitor contracts within school districts, service providers, nonprofit agencies, private business, and governmental agencies providers.
 5. Develop long-range plans for the expansion and improvement of family support services.
 6. Plan, prioritize, assign, supervise, and review the work of staff responsible for providing family support services; prepare work schedules for appropriate staff.
 7. Select, train, supervise, and evaluate assigned personnel; work with employees to correct deficiencies.
 8. Provide coaching to employees; collaborate on goal development, set clear expectations, provide constructive feedback, and check in regularly for understanding.
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ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

9. Respond to difficult questions, inquiries, and complaints from parents, providers, staff, and officials from other school districts, government agencies, and community representatives.
10. Maintain records pertaining to program services; compile reports and statistical information needed for evaluation of program effectiveness and planning of duties.
11. Attend conferences, trainings, and meetings as necessary.
12. Demonstrate attendance sufficient to complete the duties of the position as required.
13. Perform related duties similar to the above in scope and function as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Principles of effective supervision, leadership, training, coaching and performance evaluation.
2. Basic operations, services, and activities of child care services programs and procedures.
3. Title 5 regulations and guidelines for determining children's eligibility for services.
4. Procedures, methods, and techniques of project and workflow management and organization.
5. Basic procedures, methods, and techniques of budget control.
6. Recent developments, current literature, and information sources related to the management of child care services.
7. California Education Code, California Administrative Code, and the policies, rules, and regulations of the County Schools Office.

Ability and Skill to:

1. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
2. Select, train, lead, coach, direct the work of, supervise, and evaluate professional and technical employees; effectively delegate authority and responsibility.
3. Effectively adapt and adjust program services to meet changing priorities and customer-specific needs.
4. Establish and maintain effective working relationships with various constituencies.
5. Interpret and explain laws, codes, contracts, policies, and procedures.
6. Research, write, and gather data for program evaluation; analyze information and prepare reports.

Ability and Skill to (cont.)

7. Develop and present professional development activities/trainings.
8. Prepare clear and concise correspondence, reports, and other written materials.
9. Analyze problems, identify alternative solutions, project consequences of proposed actions, and communicate clearly and concisely, both orally and in writing, in English.

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 early childhood development programs including state-funded centers and alternative payment programs, and three years of managerial or administrative experience in early childhood development programs including state-funded centers and alternative payment programs.

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 fast paced with high pressure.

11/18, 9/2021